Report to Chief Administrative Officer

Department:	Corporate Services	Month:	July 2023
Contributors:	Peter Desmond, Mark Boonk, Emily Allsop, Noman Sharif		
Submitted by:	Kristy Isert, General Manager of Corporate Services		

General Manager's Meetings – July 2023:

|	
4	Teams Meeting with Gravity Union - SharePoint Online Team Stand-up
5	Meeting with Manager of McDonald's
5	Collabria Meeting
5	Municipal Enforcement Weekly Team Meeting
18	Municipal Enforcement – Meeting with Management
18	Enforcement Instructor – Briefing Call
18	Special Council Meeting
18	Special Corporate Priorities Committee Meeting
19	Municipal Enforcement Training
19	Emergency Management Agency Training/Meeting
20	Emergency Management Agency Training/Meeting
20	P&D Department Meeting
21	HR Meeting
21	Municipal Enforcement – Investigation Briefing
25	Internal Safety Audit Kick Off Meeting
25	Construction Completion Deposits Meeting
26	Corporate Services Managers Meeting
27	City Hall Safety Meeting
27	Corporate Services Department Meeting
27	Benefits Meeting
27	Meeting with ATB
28	Emergency Management Agency Meeting
31	GM Meeting

Administration:
- Agenda and minute preparation for the City Hall Safety Meeting, the Corporate Services Department Meeting, Special Council Meeting and Special Corporate Priorities Committee 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.
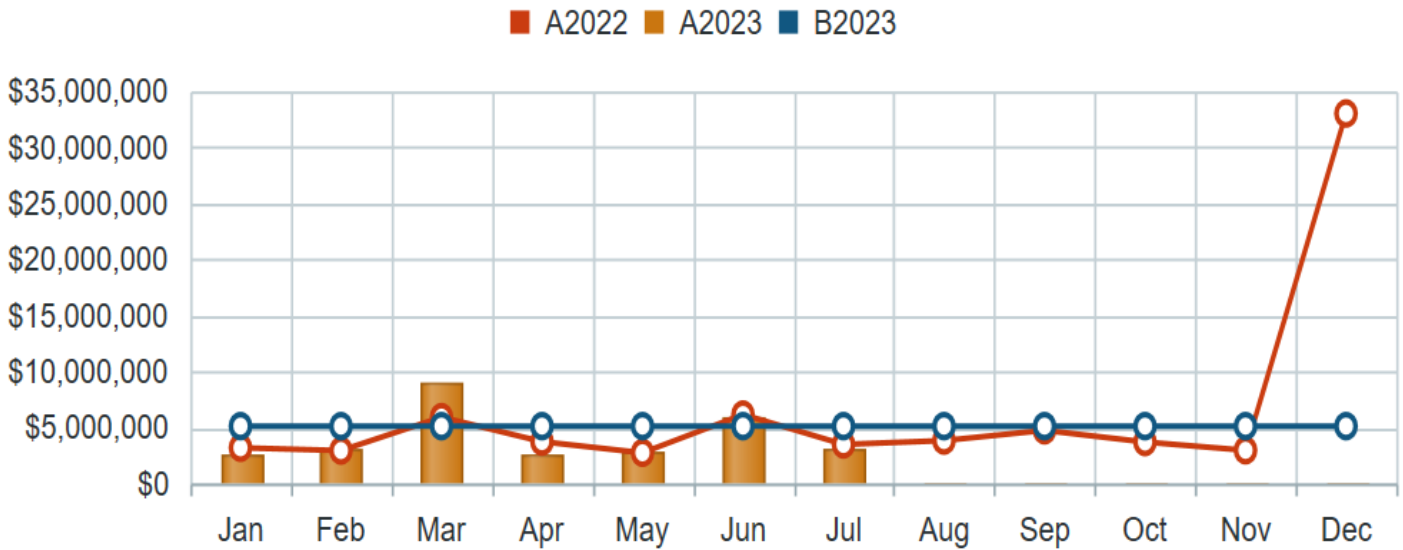
Year to Date Expense vs Budget (000's)

Expense by Object

■ SALARIES & BENEFITS ■ PURCHASED SERVICES ■ GOODS & MATERIALS
■ TRANSFERS & CONTINGENCY ■ FINANCING ■ BAD DEBT & OTHER
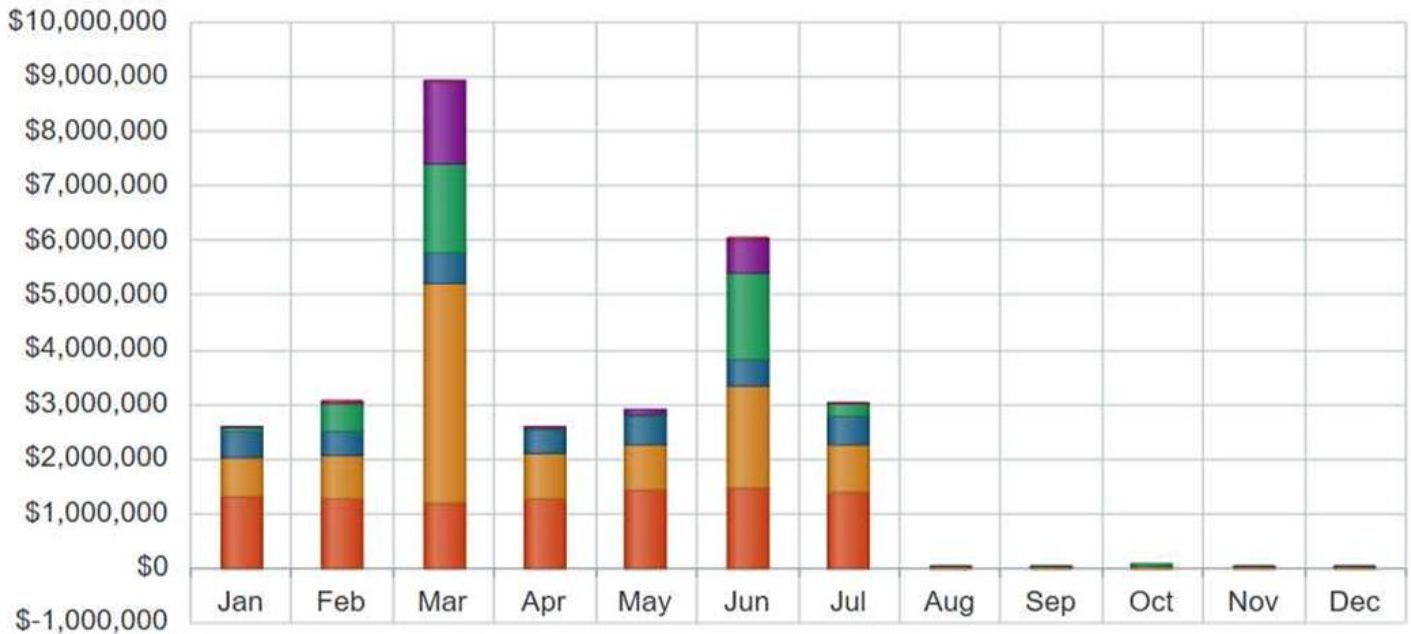
Expense, Budget and Prior Year

■ A2022 ■ A2023 ■ B2023

Utilities
- 59 connects, 57 disconnects and 171 work orders, (renter connects/disconnects 11)
  - 2,766 billed in Cold Lake North of these 201 were flat rate and 0 were estimates. Emailed invoices 1,442 (increase of 17).
  - 2,347 billed in Cold Lake South of these 35 were flat rate and 6 were estimates. Emailed invoices 1,316 (increase of 19).
- 2,758 registered for e-billing. (Increase of 36)
- Number of calls for high usage/continuous flow/zero consumption was 43. (20 North and 23 South).

Receivable
- 132 Accounts Receivable invoices mailed out; 66 statements mailed out.
  - 54 penalties applied to account.
- 1,679 customer self-service registrations (CSS) (Increase of 17).

Accounts Payable
- 958 accounts payable invoices processed; 469 accounts payable cheques printed.

Property Taxes
- 105 tax certificates issued, and 101 tax searches completed.
- 25 land title changes processed.
- 1,671 registered for TIPPS (Decrease of 5)
- 9 properties currently on tax agreements (No Change)
- Total taxes receivable $40,474,876 ($35,689,546 of the total taxes receivable are from 4 Wing property)

Tax Receivable			
# Years	Amount	Properties without a tax agreement	Notes
Current	**$4,811,023** ($610,329 related to 4 Wing Property)		• Monthly 2% penalty on outstanding current balance from July-December.
1 Year Arrears	**$1,897,673** ($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	**$1,764,817** ($1,657,199 related to 4 Wing Property)	24	• 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	**$1,891,162** ($1,853,894 related to 4 Wing Property)	15	• 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	**$2,494,018** ($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 was 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
- June bank and investment reconciliation and city summary for Council.
- June general ledger reconciliation to Perfect Mind and golf software.
- June GST reasonability and return completed and filed.
- June variance reports sent to department managers for all City departments.
- Municipal ERP RFP has been posted on Alberta Purchase Connection, the City website and in the newspaper.
- Followed up on accounts receivable listing and sent to Council for write-offs.
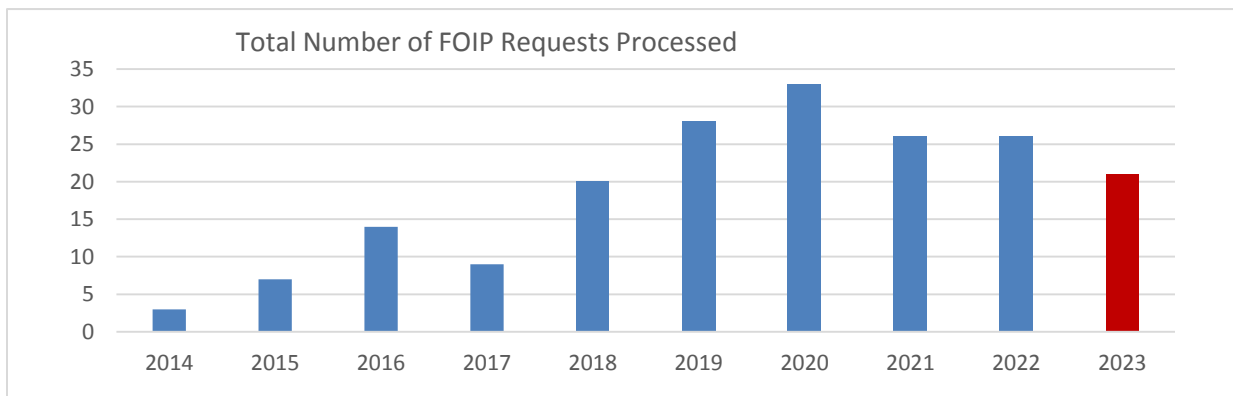
- Provided Questica refresher to City employees.

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.
- 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.
- Sending write-offs to collection.
- Adding in information for Drainage Bylaw fee charge.

LEGISLATIVE SERVICES DEPARTMENT

Information Requests & FOIP
- 5 FOIP Requests received in July-21 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	21

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	100	1156
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.
- Updated cemetery forms to ensure consistency with cemetery bylaw & policy.
- Updated cemetery webpage to make the payment available online for customers.
- Updated cemetery webpage to provide more information online to residents.

Interments				
	July	Total 2023 Interments	Total 2022 Internments	Total 2021 Internments
Columbarium Niche	1	1	4	3
In-Ground Standard Plots	2	6	14	15
In-Ground Cremation Plots	0	0	0	-

Plot Sales				
	July	Total 2023 Plot Sales	Total 2022 Plot Sales	Total 2021 Plot Sales
Columbarium Niche	1	3	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	18	348	366	4.92%
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 39 SharePoint requests and completed 35 in July.
  - Providing continuous support to all City staff on 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 July**	**Open - Actively Recruiting**	**Open - Not Actively Recruiting**
CAO's Office	• **Term Planning & Development Administrative Assistant** (1 7-month term)	• **Municipal Enforcement Team Leader (Supervisor)** (1 full-time position)	• **Term Bylaw Officer** (2 full-time positions)
Corporate Services	• **HR Summer Project Assistant** (1 1-month term extension)		• **HR Advisor** (1 full-time position)
Community Services	• **FCSS Front Desk Receptionist** (1 full-time position) • **Community Partnerships Facilitator** (1 full-time position) • **Climbing Wall Attendant** (2 casual positions) • **Term Parks Operator** (1 8-month term)	• **Term FCSS Facilitator** (1 11-month position) • **Event Staff** (10 Casual positions) • **Part-Time Fitness Monitor** (1 part-time position)	
Infrastructure Services	• **Water Treatment Plant Operator** (2 full-time positions)	• **Engineering Technologist** (1 full-time position) • **Intermediate Assistant** (1 full-time position) • **Roads Operator** (1 full-time position)	

Record of Employment: 7
Short Term Disability: 1
Long Term Disability: 5

Labour Relations: 1 Active Arbitration File
Workers Compensation (WCB): 1 lost-time claim and 1 no-lost-time claim

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

Safety Statistics:

Safety incidents to date 2023
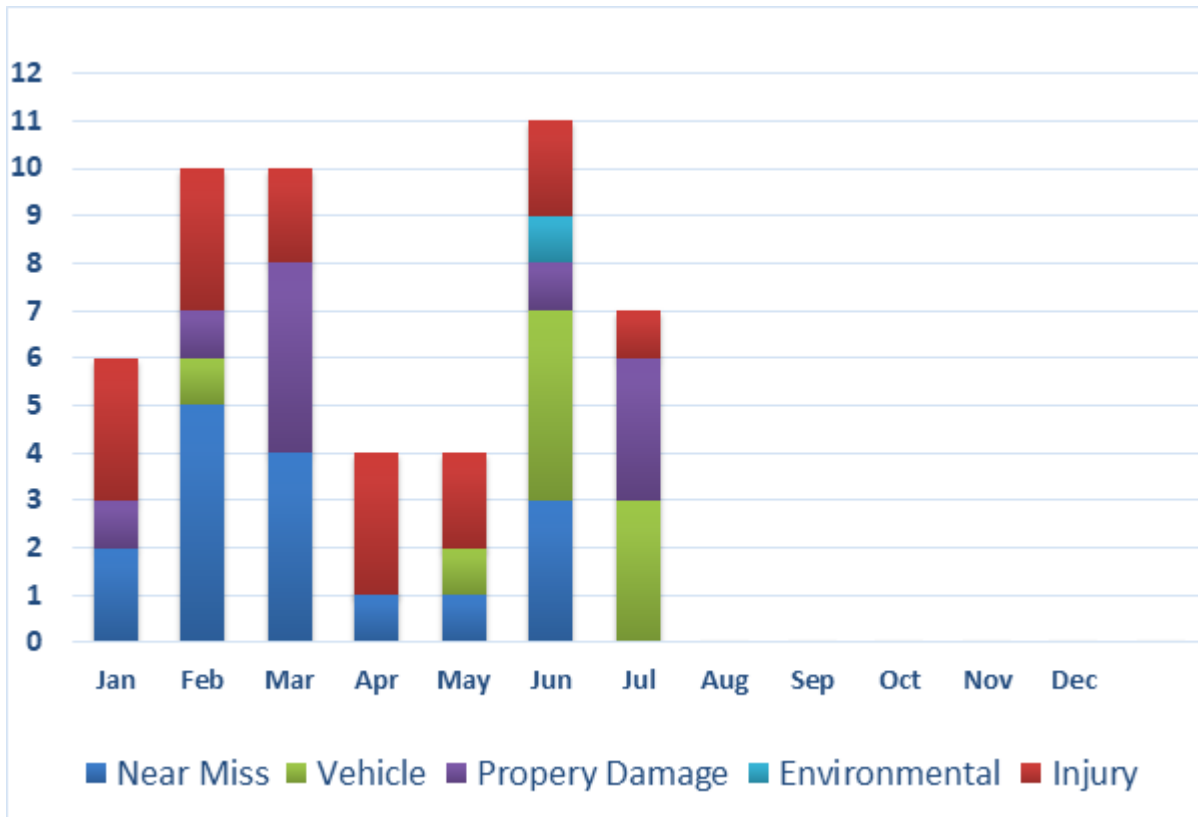Near misses: 16
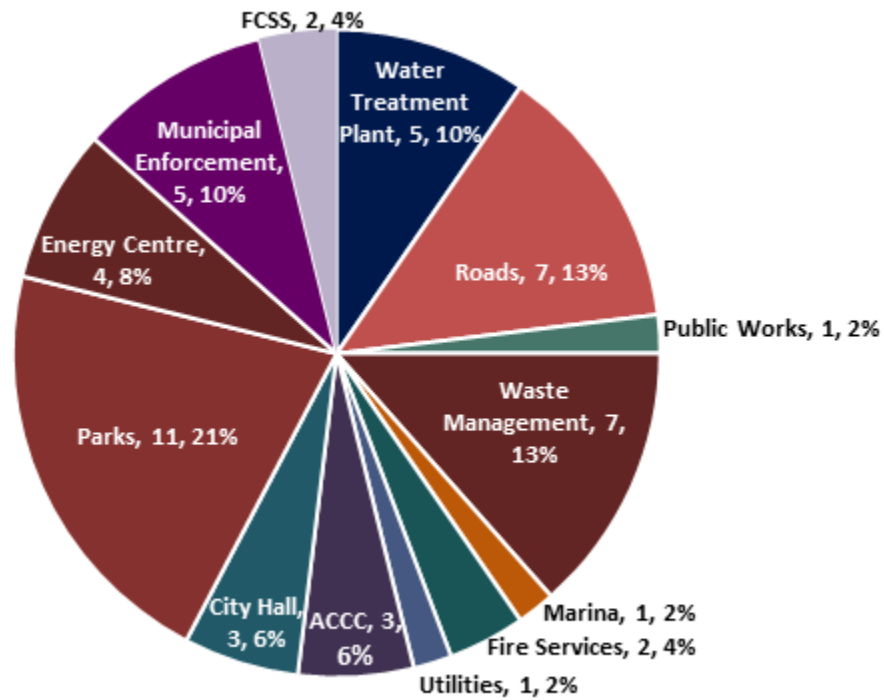Vehicle incidents: 9
Property Damage: 10
Environmental: 1
Injuries: 16
Total incidents to date 2023: 52

Incidents by type of loss 2023:

Incidents by Department 2023:

Pie chart — Incidents by Department 2023:
- FCSS, 2, 4%
- Water Treatment Plant, 5, 10%
- Roads, 7, 13%
- Public Works, 1, 2%
- Waste Management, 7, 13%
- Marina, 1, 2%
- Fire Services, 2, 4%
- Utilities, 1, 2%
- ACCC, 3, 6%
- City Hall, 3, 6%
- Parks, 11, 21%
- Energy Centre, 4, 8%
- Municipal Enforcement, 5, 10%

IST DEPARTMENT

Number of Tickets Closed:	83
Number of Tickets Opened:	65
Number of Tickets Still Open at End of Month:	54
Number of Surveillance Footage Requests:	03
Backup Recovery's:	00
Virus Threats (Online):	41
Junk:	18855
SPAM Emails:	7119
Phishing Emails:	09
Inbound Viruses Caught (Email):	195
Spoofed Emails:	570

- **Application Updates:** Nitro, MS Office, Caseware.
- **Application Installs:** Nitro, Office 365.
- **Application Support:** Outlook, Serenic, SharePoint, Mitel, Omnigo, OCR Application.
- **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, Office 365, Office 2021.
- **Network:** ACCC Point to Point network troubleshooting.

Recent Activity:

- Finalized migration of on-prem Exchange email server to Exchange Online/365
- PDF OCR'ing tool, Searchlight, now processing documents in SharePoint Online.
- Re-deployed the transit bus service driver tablets over to new Transloc management solution.
- Door PIN codes updated for new firefighter volunteers.
- Corrected a problem with some outgoing emails being blocked due to misconfiguration with our Internet provider's DNS entries.
- Setup temporary Wi-Fi services at the Grandstand for the Soccer tournament.
- Refreshed Serenic Test environment to test utility billing changes.
- Installed and configured OCR on our new cloud services.
- SharePoint cloud migration 80% complete.
- Monitoring Auction Items and arrange pick-ups of "won" items on Gov Deals- ongoing.
- Email Upgrade to Office 2021 for testing purposes in "LEG" and "Finance".
- Troubleshoot CPO Network issue with CPO vehicles.
- Several office moves.
- Update to Caseware financials.
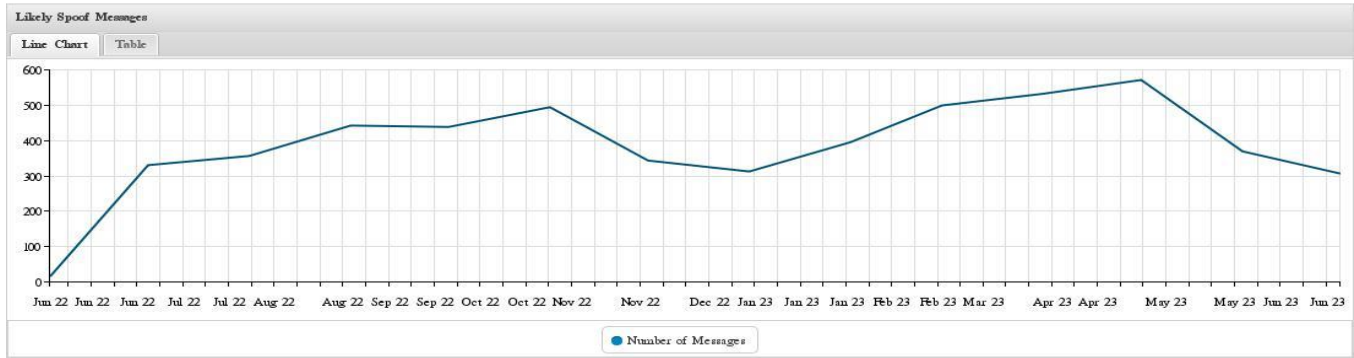

Monthly Inbound Good vs Junk
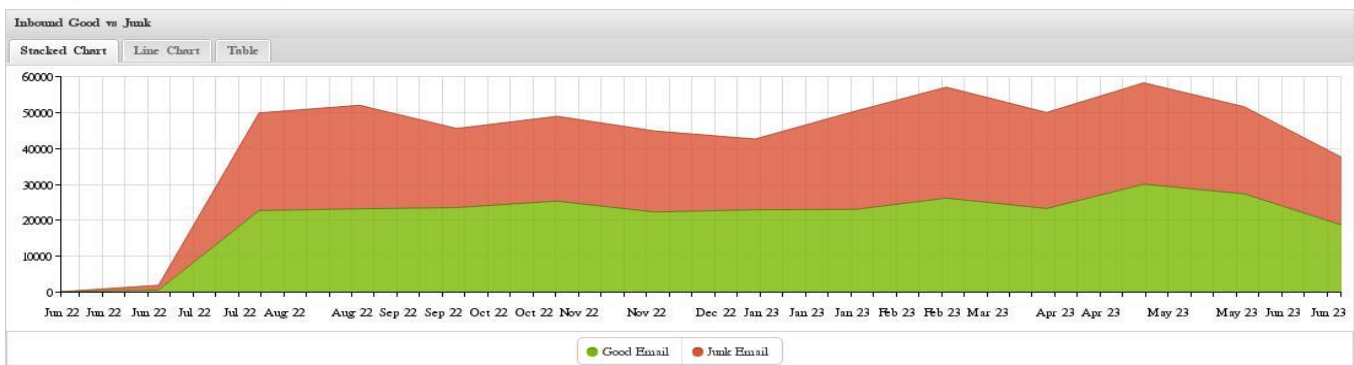
Time Span 06/30/2022 12:00 AM - 07/31/2023 07:58 PM

Email Security Version - 10.0.24.7735 (Hostname : emailsecurity)

City of Cold Lake

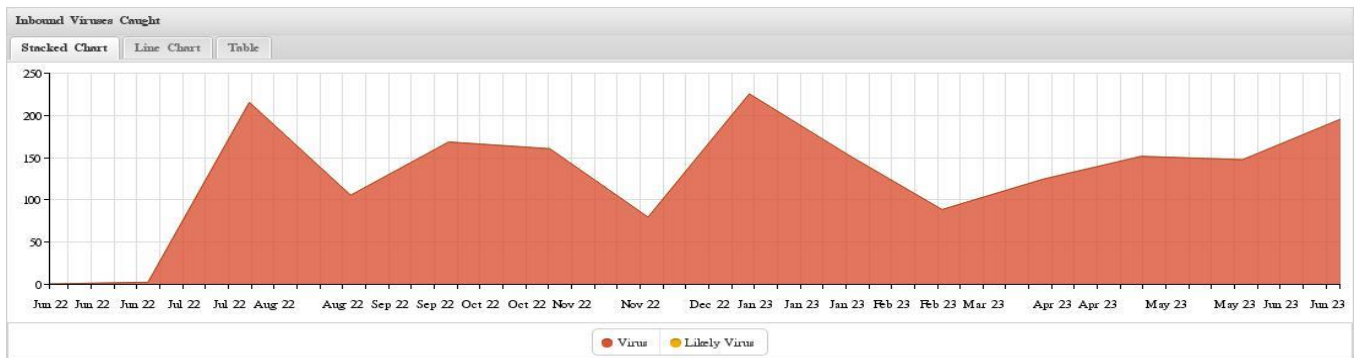**Monthly Likely Spoof Messages**

Likely Spoof Messages

| Line Chart | Table |

Number of Messages

Time Span 06/30/2022 12:00 AM - 07/31/2023 07:57 PM

Email Security Version - 10.0.24.7735 (Hostname : emailsecurity)

City of Cold Lake

Monthly Inbound Viruses Caught

Inbound Viruses Caught

| Stacked Chart | Line Chart | Table |

Virus   Likely Virus

Time Span 06/30/2022 12:00 AM - 07/31/2023 07:58 PM

Email Security Version - 10.0.24.7735 (Hostname : emailsecurity)