

Report to Chief Administrative Officer

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

General Manager's Meetings – August 2023:

1	Meeting with Happy House Daycare
1	Meeting with MCSNet
2	Municipal Enforcement Weekly Staff Meeting
3	Meeting with potential Lessees (North Fire Hall)
3	Meeting Re TCA
8	Council Meeting
9	Corporate Services Managers Meeting
9	Safety Audit Meeting
10	Meeting with Land Use, Planning, Development and Regulatory Services Manager
10	HR Meeting – Personnel
10	Meeting with AHS
11	Grant Working Group Meeting
28	Audit Close Out Meeting
28	HR Meeting - Debrief
28	Vegetation Maintenance Meeting
30	Strategic Planning Session
31	Meeting with MRF Geosystems

Administration:

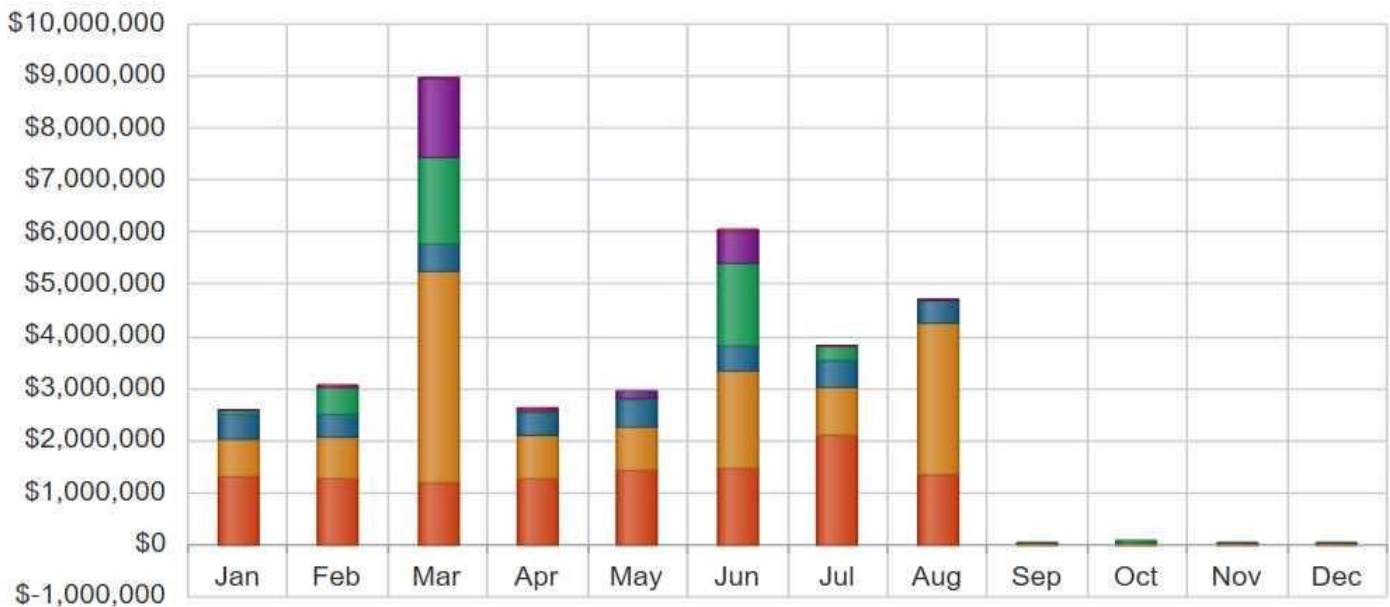
- Agenda and minute preparation for the City Hall Safety Meeting, the Corporate Services Department Meeting, Special Council Meeting and Special Corporate Priorities Committee Meeting.
- Circulate and update forms as per the form approval process.
- Schedule various meetings.
- Open, distribute and track 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)

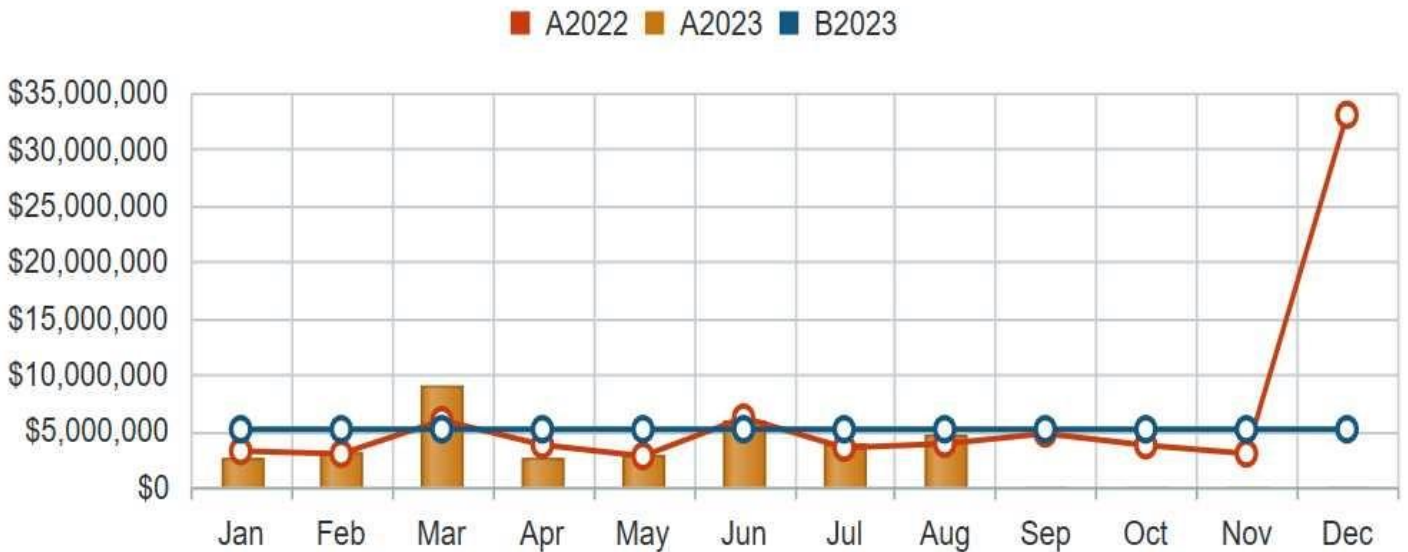


Expense by Object

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



Expense, Budget and Prior Year



Utilities

- 41 connects, 51 disconnects and 57 work orders, (renter connects/disconnects 25)
 - 2,588 billed in Cold Lake North of these 200 were flat rate and 4 were estimates. Emailed invoices 1,380 (decrease of 62).
 - 2,318 billed in Cold Lake South of these 33 were flat rate and 2 were estimates. Emailed invoices 1,349 (increase of 33).
- 2,729 registered for e-billing (decrease of 29).
- Number of calls for high usage/continuous flow/zero consumption was 53 (22 North and 31 South).

Receivable

- 103 accounts receivable invoices mailed out; 53 accounts receivable invoices emailed; 48 statements mailed out.
 - 42 penalties applied to account.
- 1,694 customer self-service registrations (CSS) (Increase of 15).

Accounts Payable

- 1008 accounts payable invoices processed; 478 accounts payable cheques printed.

Property Taxes

- 99 tax certificates issued, and 100 tax searches completed.
- 35 land title changes processed.
- 1,654 registered for TIPPS (Decrease of 17)
- 10 properties currently on tax agreements (Increase of 1)
- Total taxes receivable \$39,620,535 (\$35,701,513 of the total taxes receivable are from 4 Wing property)

Tax Receivable			
# Years	Amount	Properties without a tax agreement	Notes
Current	\$3,994,635 (\$622,296 related to 4 Wing Property)		<ul style="list-style-type: none"> Monthly 2% penalty on outstanding current balance from July-December.
1 Year Arrears	\$1,863,322 (\$1,546,132 related to 4 Wing property)		<ul style="list-style-type: none"> Property owners are sent monthly statements regarding their accounts. Will need to be sold at public auction by March 31, 2026.
2 Year Arrears	\$1,761,630 (\$1,657,199 related to 4 Wing Property)	22	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	\$2,493,603 (\$2,468,240 related to 4 Wing Property)	1	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

- July bank and investment reconciliation and city summary for Council.
- July general ledger reconciliation to Perfect Mind and golf software.
- July GST reasonability and return completed and filed.
- July variance reports sent to department managers for all City departments.
- Information added in Serenic for Drainage Bylaw fee charge.

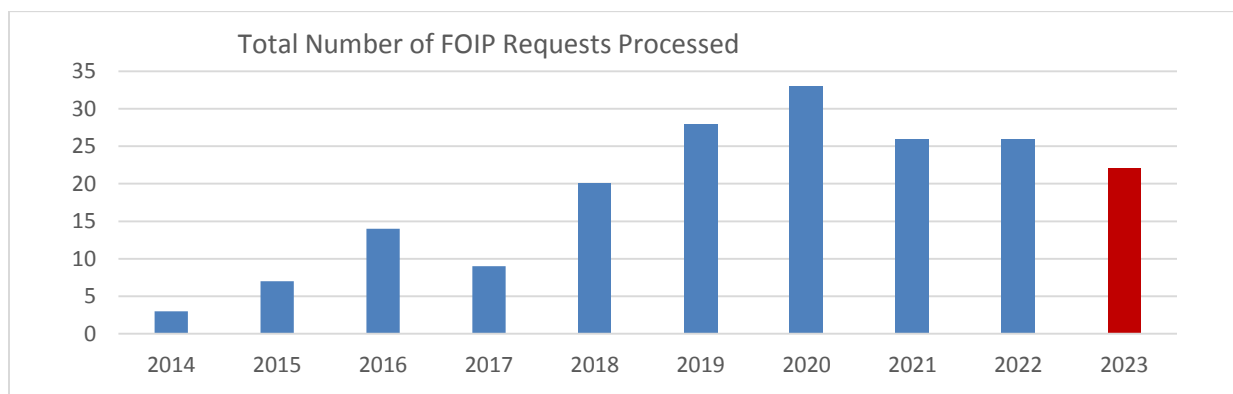
Currently Working on

- 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.

LEGISLATIVE SERVICES DEPARTMENT

Information Requests & FOIP

- 1 FOIP Requests received in August-23 FOIP request in 2023.
- FOIP presentation provided to all new staff at orientations.



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	23	1425
RUSC	0	209

- 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

- Appointments and training for ARB and 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				
	August	Total 2023 Interments	Total 2022 Interments	Total 2021 Interments
Columbarium Niche	0	1	6	3
In-Ground Standard Plots	3	9	19	18
In-Ground Cremation Plots	0	0	0	-

Plot Sales				
	August	Total 2023 Plot Sales	Total 2022 Plot Sales	Total 2021 Plot Sales
Columbarium Niche	0	3	5	6
In-Ground Standard Plots	0	10	2	7

In-Ground Cremation Plots	0	0	0	-
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- 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)	802*	17*	819	97.92%
In-Ground Cremation Plots (Grand Centre Cemetery)	0	40	40	0%

*There was a plot buy back in August 2023 at Lakeview Cemetery

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 Collabware) 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 71 SharePoint requests and completed 71 in August.
 - 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	<u>Intermediate Secretary</u> – COMPLETE <u>Legislative</u> – COMPLETE <u>Finance</u> – COMPLETE <u>HR</u> – ongoing (site development in progress)	Audit of all Corporate Services sites ongoing to clean-up content and streamline use of SharePoint.
Infrastructure	<u>Engineering</u> - COMPLETE <u>Intermediate Secretary</u> - COMPLETE <u>Transportation</u> – nearing completion. <u>Environmental Services</u> – ongoing (additional site development in progress)	
Community Services	<u>Intermediate Secretary</u> – COMPLETE <u>FCSS</u> – COMPLETE <u>Parks</u> – COMPLETE <u>Recreation</u> – COMPLETE <u>Protective Services</u> – COMPLETE	Audit of all Community Services sites ongoing to clean-up content and streamline use of SharePoint.
Planning & Development	COMPLETE	<ul style="list-style-type: none"> Final historical content migration nearing completion
Marketing & Communication	COMPLETE	<ul style="list-style-type: none"> Final review of content migration complete.

HUMAN RESOURCES DEPARTMENT

Human Resources Recruitment Chart			
Department	Filled in August	Open - Actively Recruiting	Open - Not Actively Recruiting
CAO's Office		<ul style="list-style-type: none"> • Municipal Enforcement Team Leader (Supervisor) (1 full-time position) 	<ul style="list-style-type: none"> • Term Bylaw Officer (2 full-time positions)
Corporate Services			<ul style="list-style-type: none"> • HR Advisor (1 full-time position)
Community Services	<ul style="list-style-type: none"> • Term FCSS Facilitator (1 11-month position) • Part-Time Fitness Monitor (1 part-time position) 	<ul style="list-style-type: none"> • Golf Programmer (1 full-time position) • Front Desk Receptionist (1 part-time position) • Fitness Monitor (1 part-time position) • Event Staff (10 Casual positions) • Community Partnerships Facilitator (1 full-time position) 	
Infrastructure Services	<ul style="list-style-type: none"> • Intermediate Assistant (1 full-time position) • Engineering Technologist (1 full-time position) • Roads Operator (1 full-time position) 	<ul style="list-style-type: none"> • GIS Analyst (1 full-time position) • Facility Maintenance Operator (1 full-time position) • Facility Maintenance Labourer (1 full-time position) 	

Record of Employment: 47

Short Term Disability: 1

Long Term Disability: 5

Labour Relations: 1 Active Arbitration File
3 Grievance Files

Workers Compensation (WCB): 1 no-lost-time claim

Currently working on:

- Updating Safety Manual
- Updating safe-work practices
- Hearing Conservation program
- Noise Mapping

- Staff Training Programs
- Revising/Updating Human Resources Policies and Forms

Safety Statistics:

Safety incidents to date 2023

Near misses: 18

Vehicle incidents: 14

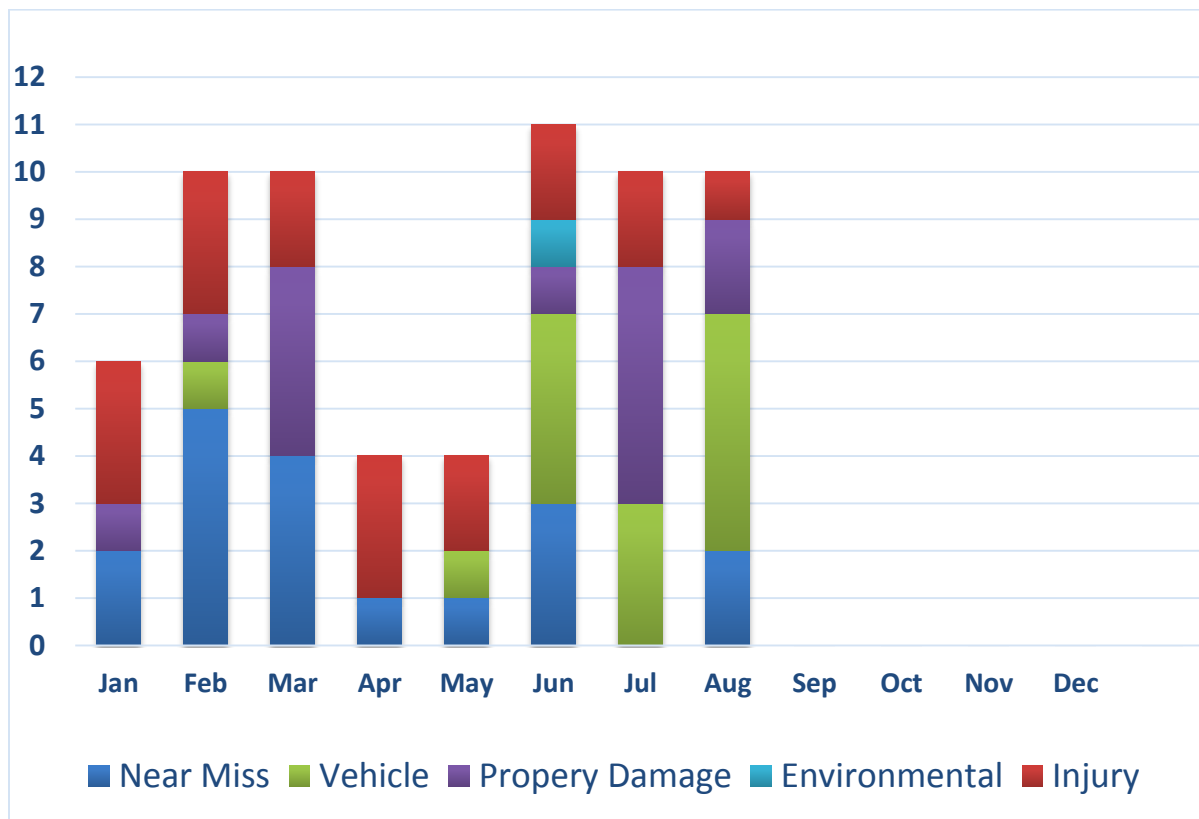
Property Damage: 14

Environmental: 1

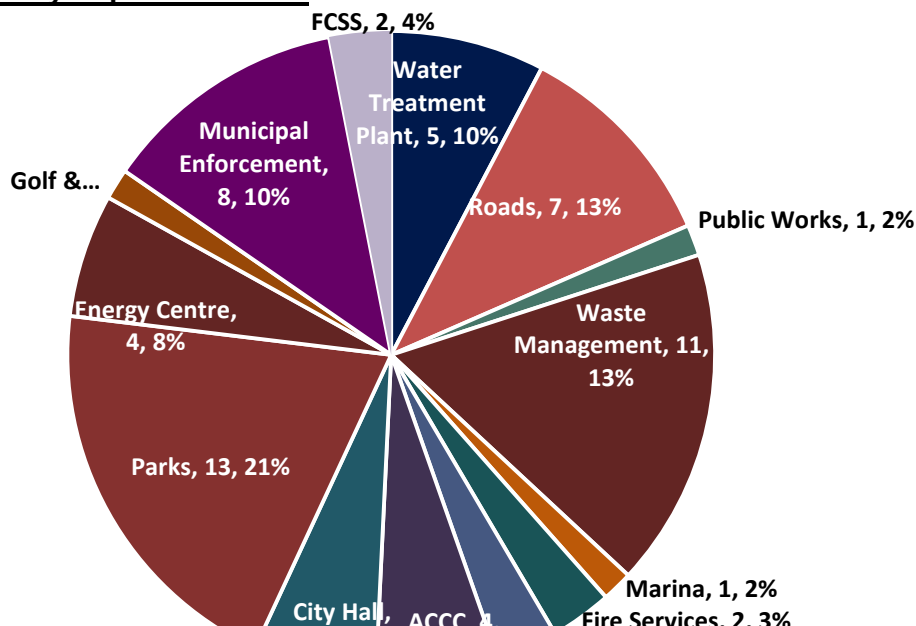
Injuries: 18

Total incidents to date 2023: 65

Incidents by type of loss 2023:



Incidents by Department 2023:



IST DEPARTMENT

Number of Tickets Closed:	91
Number of Tickets Opened:	95
Number of Tickets Still Open at End of Month:	61
Number of Surveillance Footage Requests:	07
Backup Recovery's:	00
Virus Threats (Online):	43
Junk:	19466
SPAM Emails:	7423
Phishing Emails:	23
Inbound Viruses Caught (Email):	195
Spoofed Emails:	526

- **Application Updates:** MS Office.
- **Application Installs:** Office 365.
- **Application Support:** Outlook, SharePoint, Paradigm, Fourwinds.
- **Server Support:** Serenic, SharePoint. Exchange.
- **Server Patches:** 50 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** Battery Cache modules in IP SANS replaced.
- **Mobile Support:** New phones deployed.
- **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:** Temporary WIFI at Airport for meeting.

Recent Activity:

- Updated/renamed and restructured staff positions and user accounts in Active Directory to match the org chart from HR.
- Deployed a Wi-Fi access point at the regional airport to allow staff mobile devices to connect to the corporate network.
- Replaced the battery/cache modules in all 4 Dell EqualLogic SAN controller's units at city hall.
- Finalized the migration from our on-premise Microsoft Exchange email server to Microsoft 365 Exchange Online.
- Updating Group Policy's.
- Monitoring Auction Items and arrange pickups of "won" items on Gov Deals.
- Replace Controller Boards Battery on City Hall EqualLogic PS6100E units.