

Report to Chief Administrative Officer

Department:	Corporate Services	Month:	July 2024
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Submitted by:	Kristy Isert, General Manager of Corporate Services		

General Manager's Meetings – July 2024:

2	GM Meeting
2	Meeting with Lakeland Credit Union
3	Interview
3	Review of Contract - Meeting
3	Management Team Meeting
4	Perfect Mind Account Review
4	Utility Account Meeting
4	SharePoint Prep Meeting
5	Meeting Re Accounting Opinion
5	Meeting with Health Inspector
8	GM Meeting
9	Regular Council Meeting
10	Corporate Services Managers Meeting
10	Site Visit – Tax Sale
11	Elected Official Compensation Review Committee Meeting
25	SDAB Appeal
29	GM Meeting

Administration:

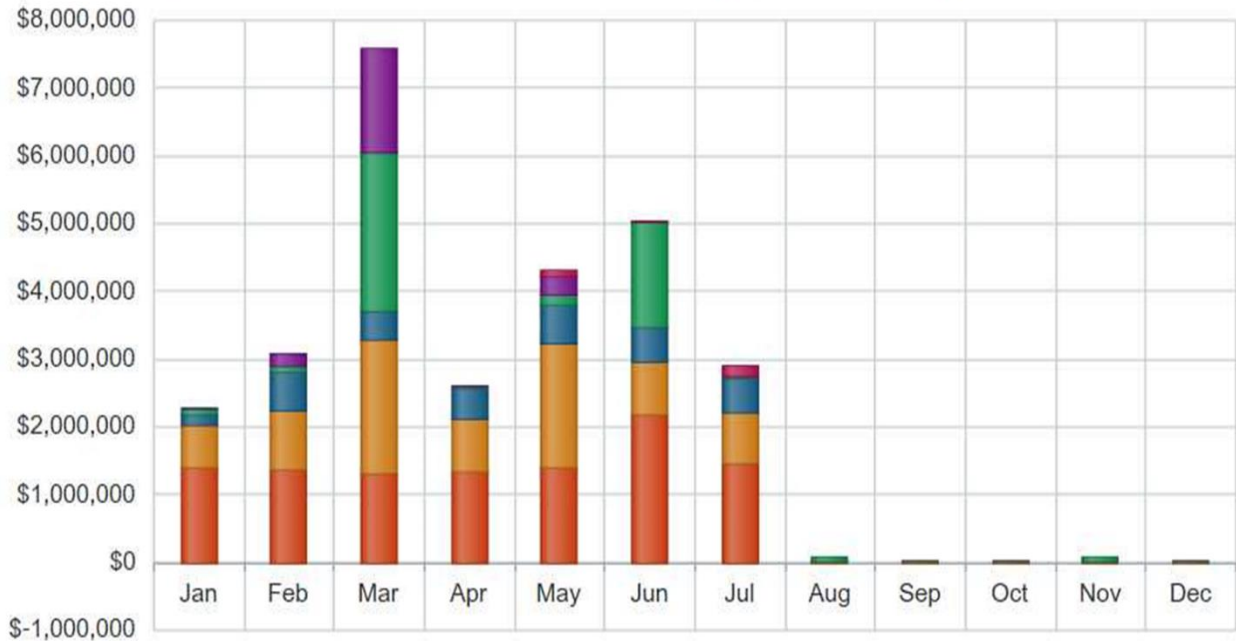
- Agenda and minute preparation for the City Hall Safety Meeting, the Corporate Services Department Meeting, Regular Council Meeting, and Special Council Meeting.
- Circulate and update forms as per the form approval process.
- Schedule various meetings.
- Open, distribute, and track incoming and returned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

Year to Date Expense vs Budget (000's)

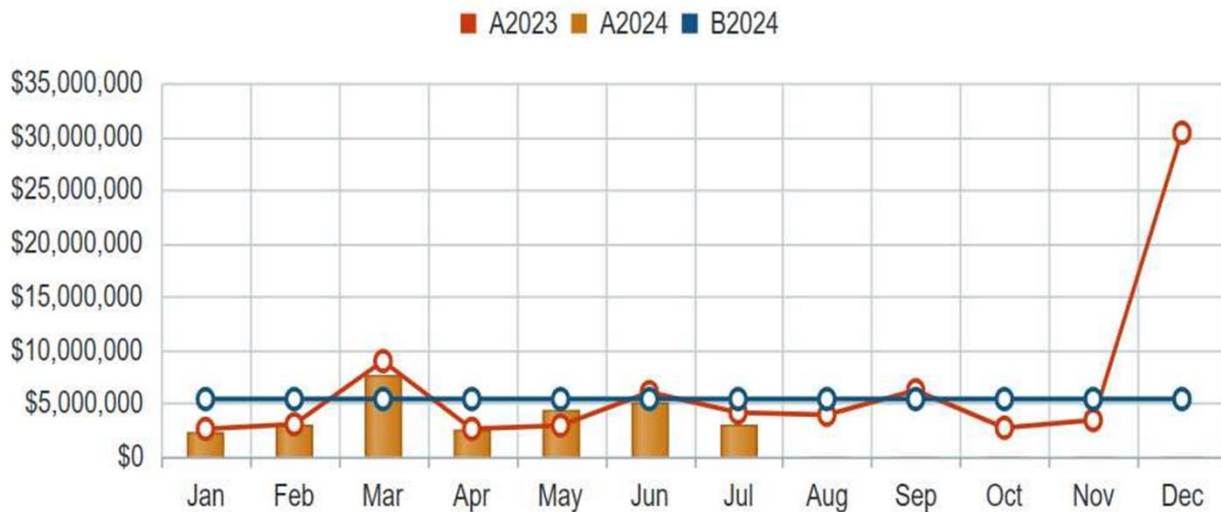


Expense by Object

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



Expense, Budget and Prior Year



Utilities:

- 44 connects, 45 disconnects and 54 work orders, (renter connects/disconnects 22)
- 5,163 were billed in Cold Lake of these 225 were flat rate, 10 were estimates, and 184 were bulk water.
- 3,223 registered for e-billing (increase of 44).
- Number of calls for high usage/continuous flow/zero consumption was 25.

Receivable

- 147 accounts receivable invoices mailed out; 85 accounts receivable invoices emailed;
- 110 statements mailed out.
 - 76 penalties applied to account.
- 1,865 customer self-service registrations (CSS) (Increase of 10).

Accounts Payable

- 761 accounts payable invoices processed; 442 accounts payable cheques printed; 8 drafts/wires made.

Property Taxes

- 127 tax certificates issued, and 6 tax searches completed.
- 42 land title changes processed.
- 1,758 registered for TIPPS (Increase of 16)
- 10 properties currently on tax agreements (Decrease of 2)
- Total taxes receivable \$47,051,004 (\$41,797,324 of the total taxes receivable are from 4 Wing property)

Tax Receivable			
# Years	Amount	Properties without a tax agreement	Notes
Current	\$5,303,624 (\$707,012 related to 4 Wing Property)		<ul style="list-style-type: none"> • Monthly 2% penalty on outstanding current balance from July-December. • 3% penalty on January 1, and 12% penalty on February 1 on total outstanding balance. • 2024 tax notices were mailed on May 31, 2024.
1 Year Arrears	\$1,108,949 (\$759,224 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, 2027.
2 Year Arrears	\$1,905,722 (\$1,776,624 related to 4 Wing Property)	29	<ul style="list-style-type: none"> • Placed on the tax arrears list on March 31, 2024, and posted at City Hall. • These property owners will be sent monthly statements as well as letters and phone calls. • Will need to be sold at public auction by March 31, 2026.
3 Year Arrears	\$1,955,730 (\$1,905,779 related to 4 Wing Property)	10	<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.
4 Year Arrears	\$2,159,390 (\$2,131,978 related to 4 Wing Property)	4	<ul style="list-style-type: none"> • Placed on the tax arrears list on June 30, 2022 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 27, 2024 but no bids were offered.
5+ Year Arrears	\$34,617,589 (\$34,516,707 related to 4 Wing Property)	11	<ul style="list-style-type: none"> • The properties are 2 vacant medium density lots held at public auction on September 29, 2020, 8 parking lots held at auction on March 23, 2022, and a residential/farmland lot. • Public auctions were held but no bids were offered. • One was unable to fulfill its tax agreement obligation

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.
- Ongoing work being done on the conversion to the new ERP software
- Service levels were reviewed and updated

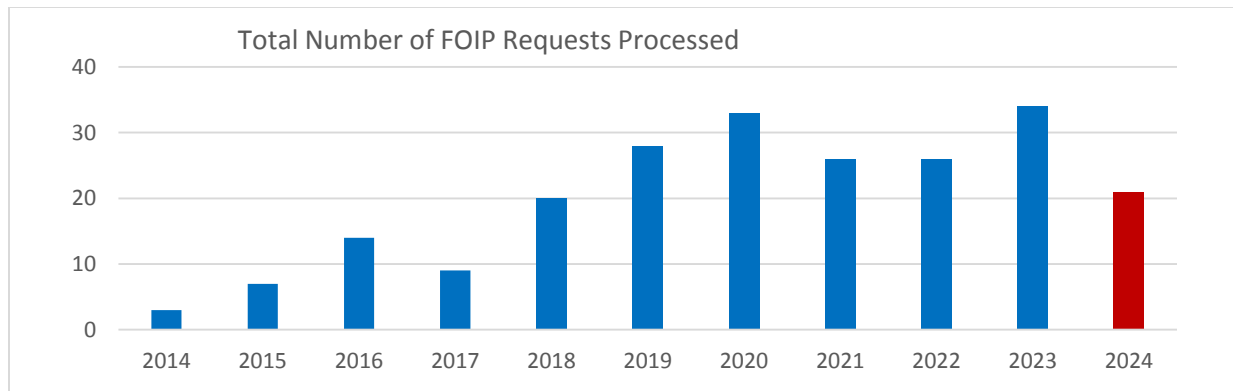
Currently Working on

- Reviewing and reworking finance related policies if applicable.
- Reviewing current asset listings for integration with software. Waiting for program corrections to be completed prior to switching.
- Capital budgeting software training to be provided to other City Questica users after training and set up of software.
- Reviewing opportunity of using Questica Openbook for the operating and capital project reporting to the public and internally.
- Reviewing forms to be updated.
- Addressing TCA calculation concerns of auditor.
- Working with Catalis for the new software conversion.
- Budget preparation – salaries, insurance, utilities, and debentures.

LEGISLATIVE SERVICES DEPARTMENT

Information Requests & FOIP

- 1 FOIP Requests received in July - 21 FOIP requests in 2024.
- FOIP presentation provided to all new staff at orientation.



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	70	1,198
RUSC	2	200

- 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

- Coordination of 3 CARB Hearings for September 2024. Furthermore, waiting on 2 of the 3 to officially withdraw.
- Closing 1 SDAB Hearing September 2024.
- Council Code of Conduct Complaint hearing complete.

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 2024 Interments	Total 2023 Interments	Total 2022 Interments
Columbarium Niche	1	2	2	6
In-Ground Standard Plots	2	8	13	19
In-Ground Cremation Plots	0	0	0	0

Plot Sales				
	July	Total 2024 Plot Sales	Total 2023 Plot Sales	Total 2022 Plot Sales
Columbarium Niche	1	5	5	5
In-Ground Standard Plots	0	6	10	2
In-Ground Cremation Plots	0	0	0	0

- To date, plot inventory summary is provided below:

	Total Plots Sold	Total Plots Available	Total Plots	% Sold
Columbaria	25	341	366	6.83%
In-Ground Standard Plots (Grand Centre Cemetery)	179	113	292	61.30%
In-Ground Standard Plots (Lakeview Cemetery)	802	17	819	97.92%
In-Ground Cremation Plots (Grand Centre Cemetery)	0	40	40	0%

Other

- Commissioning Oaths of Confidentiality and Affidavits as necessary.

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 Online)**
 - Moved to latest version of SharePoint (SharePoint Cloud online) from SharePoint 2013. Analyzing Electronic Records Management software options such as Purview and Compliance.
 - Ongoing review and maintenance of SharePoint libraries and content types, file plans, content rules, and workflows.
 - Microsoft Power Automate and Compliance training to reassess and adjust 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 27 SharePoint requests and completed 25 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	<u>Intermediate Secretary</u> – COMPLETE <u>Legislative</u> – ongoing <u>Finance</u> – COMPLETE <u>HR</u> – ongoing (site development in progress)	Migration of historical content starting
Infrastructure	<u>Engineering</u> - COMPLETE <u>Intermediate Secretary</u> - COMPLETE <u>Transportation</u> – nearing completion. <u>Environmental Services</u> – ongoing	Waiting for update on location of last area living on the S drive

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	
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	<ul style="list-style-type: none"> • Planner (1 full-time position) 	<ul style="list-style-type: none"> • Community Peace Officer (1 full-time position) • Municipal Enforcement Team Lead (Supervisor) (1 full time position) • Bylaw Officer (2 full-time positions) • Planning Technician (1 full-time position) • Term Planner (1 term position) 	
Corporate Services	<ul style="list-style-type: none"> • Legislative Services Manager (1 full-time position) 	<ul style="list-style-type: none"> • Accountant (1 full-time position) 	
Community Services		<ul style="list-style-type: none"> • Front Desk Receptionist (1 part-time position) • Climbing Wall Attendant (1 casual position) • Casual Event Staff (5 casual positions) 	
Infrastructure Services		<ul style="list-style-type: none"> • GIS Analyst (1 full-time position) • Engineering Technologist (1 full-time position) 	

Record of Employment: 13

Short Term Disability: 4

Long Term Disability: 4

Labour Relations: 4 Active Arbitration Files

Workers Compensation (WCB): 0

Currently working on:

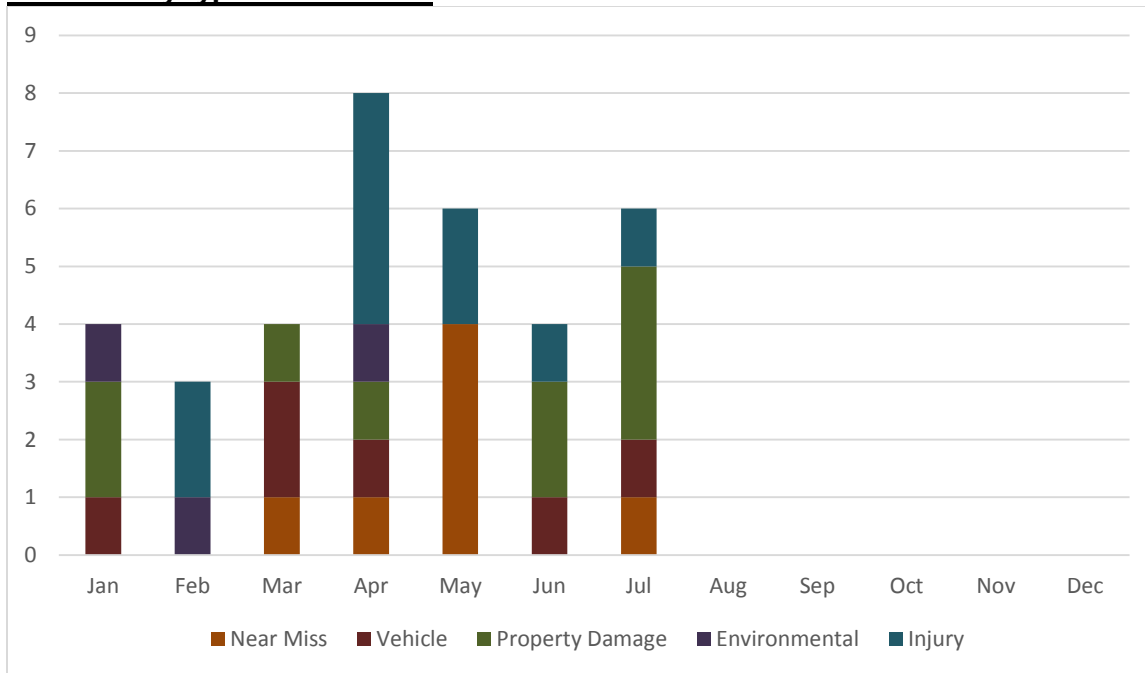
- Updating Safety Manual
- Updating safe-work practices
- Improving contractor safety management/ Prime Contractor program
- Hearing Conservation program
- Noise Mapping
- Staff Training Programs
- Revising/Updating Human Resources Policies and Forms
- Updating job descriptions
- Creating onboarding handbook
- Preparing for new HRIS System

Safety Statistics:

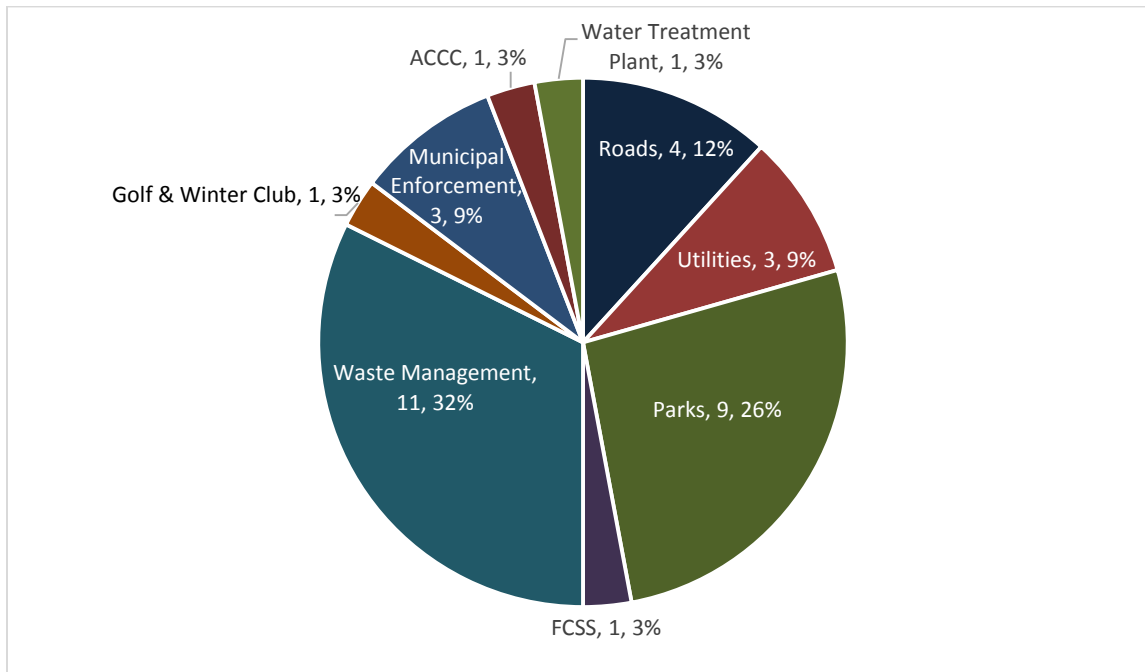
Safety incidents to date 2024

Near misses: 7
Vehicle incidents: 6
Property Damage: 9
Environmental: 3
Injuries: 10
Total incidents to date 2024: 35

Incidents by type of loss 2024:



Incidents by Department 2024:



IST DEPARTMENT

Number of Tickets Closed:	37
Number of Tickets Opened:	41
Number of Tickets Still Open at End of Month:	n/a
Number of Surveillance Footage Requests:	02
Backup Recovery's:	00
Virus Threats (Online):	28

- **Application Updates:** AntiVirus.
- **Application Installs:** AV Clients
- **Application Support:** eRIS, Report Exec, Compu weigh, Nitro, Serenic, Questica.
- **Server Support:** Serenic, SharePoint, IBM.
- **Server Patches:** 50 Windows Servers, SQL, GIS.
- **Desktop Patches:** Windows, Anti-Virus.
- **Hardware Support:** GIS Tablet, Mitel headset, MRF alarm panel, Broken IP cam (CH), Swipe at Grandstand.
- **Mobile Support:** Phone and tablet deployments. Infrastructure tablets.
- **Backups (and monitoring):** Macrium, ESET, VM, SQL, Data, Applications, Bellamy (Daily/Weekly), Exchange online.
- **AD Support:** User Account Setup/Disable, Password Changes, Summer student accounts.
- **SharePoint Support:** SharePoint access, Records management compliance.
- **Application Testing:** Windows 11, Office 365, Office 2021, Co Pilot.
- **Network:** Live Barn support for the EC.

Recent Activity:

- Cyber-attack remediation and recovery.
- Investigated power issues in the EC Phase 1 server room. Replaced a blown/dead power supply in the Tesla server under warranty.
- Public Works fuel controller replaced/repared and reconnected to the city network
- Configured 3 Android tablets for FCSS (mainly for emergency and remote usage)
- Catalis, and Avanti migration support.