Report to Chief Administrative Officer

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

General Manager's Meetings – August 2024:

|	
2	Insurance Meeting
6	GM Meeting
6	Meeting Re Accounting Opinion
7	Management Meeting
13	Regular Council Meeting
14	Managers Meeting
14	Meeting with ATB

Administration:

- Agenda and minute preparation for the City Hall Safety Meeting, the Corporate Services Department Meeting, Regular Council Metting, 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
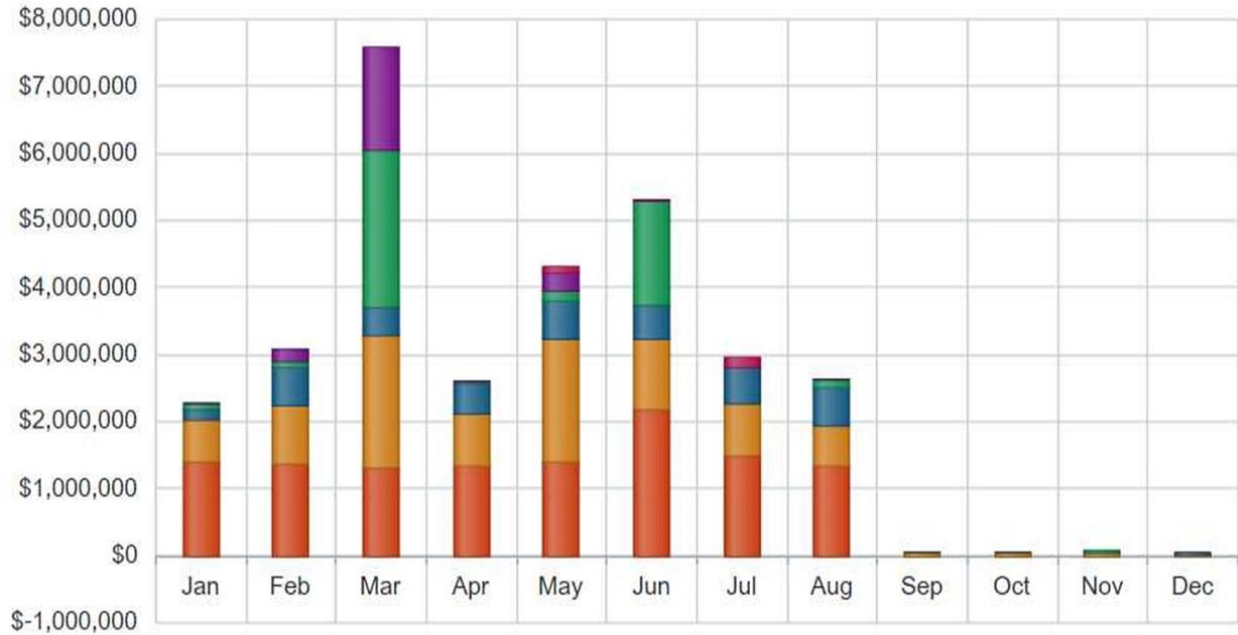
Expense, Budget and Prior Year

■ A2023 ■ A2024 ■ B2024

Utilities:
- 62 connects, 65 disconnects and 80 work orders, (renter connects/disconnects 29)
- 5,147 were billed in Cold Lake of these 224 were flat rate, 0 were estimates, and 181 were bulk water.
- 3,242 registered for e-billing (increase of 63).
- Number of calls for high usage/continuous flow/zero consumption was 28.

Receivable
- 97 accounts receivable invoices mailed out; 98 accounts receivable invoices emailed;
- 105 statements mailed out.
  - 59 penalties applied to account.
- 1,865 customer self-service registrations (CSS) (No change).

Accounts Payable
- 906 accounts payable invoices processed; 489 accounts payable cheques printed; 3 drafts/wires made.

Property Taxes
- 138 tax certificates issued, and 3 tax searches completed.
- 1,758 registered for TIPPS (No Change)
- 10 properties currently on tax agreements (No Change)
- Total taxes receivable $46,115,038 ($41,811,187 of the total taxes receivable are from 4 Wing property)

Tax Receivable			
# Years	**Amount**	**Properties without a tax agreement**	**Notes**
Current	**$4,405,974** ($720,875 related to 4 Wing Property)		• 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	**$1,082,730** ($759,224 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, 2027.
2 Year Arrears	**$1,895,234** ($1,776,624 related to 4 Wing Property)	26	• 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	**$1,954,121** ($1,905,779 related to 4 Wing Property)	8	• 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	• 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	• 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
- 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.
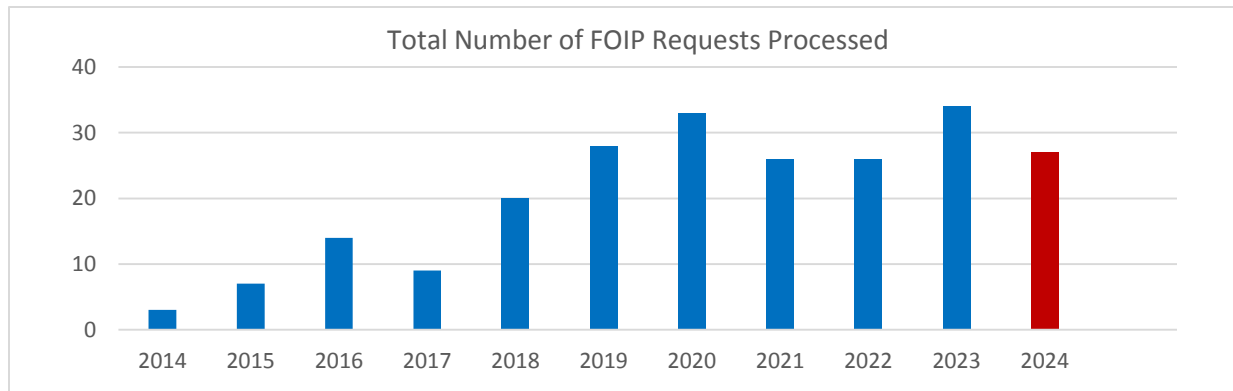- Completed various budget aspects for the 2025 budget year.

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 and department meetings.

LEGISLATIVE SERVICES DEPARTMENT

Information Requests & FOIP
- 6 FOIP Requests received in August - 27 FOIP requests in 2024.
- FOIP presentation provided to all new staff at orientation.

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	34
2024	27

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	28	1,197
RUSC	1	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

- All 3 CARB Hearings for September 2024 have been officially withdrawn.
- 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				
	August	Total 2024 Interments	Total 2023 Internments	Total 2022 Internments
Columbarium Niche	0	2	2	6
In-Ground Standard Plots	1	9	13	19
In-Ground Cremation Plots	0	0	0	0

Plot Sales				
	August	Total 2024 Plot Sales	Total 2023 Plot Sales	Total 2022 Plot Sales
Columbarium Niche	1	6	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	26	340	366	**7.10%**
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 55 SharePoint requests and completed 52 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	Intermediate Secretary – COMPLETE Legislative – ongoing Finance – COMPLETE HR – ongoing (site development in progress)	Migration of historical content starting
Infrastructure	Engineering - COMPLETE Intermediate Secretary - COMPLETE Transportation – nearing completion. Environmental Services – 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 August**	**Open - Actively Recruiting**	**Open - Not Actively Recruiting**
CAO's Office	•	• **Community Peace Officer** (1 full-time position) • **Municipal Enforcement Team Lead (Supervisor)** (1 full time position) • **Bylaw Officer** (1 full-time positions) • **Planning Technician** (1 full-time position) • **Term Planner** (1 term position)	
Corporate Services	•	• **Accountant** (1 full-time position)	
Community Services	• **Front Desk Receptionist** (1 part-time position) • **Casual Event Staff** (2 casual positions) • **Term FRN Facilitator** (1 position)	• **Recreation Programmer** (1 full-time position) • **Front Desk Receptionist** (1 part-time position) • **Climbing Wall Attendant** (1 casual position) • **Casual Event Staff** (5 casual positions) • **Part-time Fitness Monitor** (1 position) • **Casual Fitness Monitor** (3 casual positions) • **FCSS Facilitator** (1 term position)	
Infrastructure Services		• **GIS Analyst** (1 full-time position) • **Engineering Technologist** (1 full-time position) • **Utilities Operator** (1 full-time position)	

Record of Employment: 28
Short Term Disability: 4
Long Term Disability: 4

Labour Relations: 4 Active Arbitration Files

Workers Compensation (WCB):   2 no-lost time claims
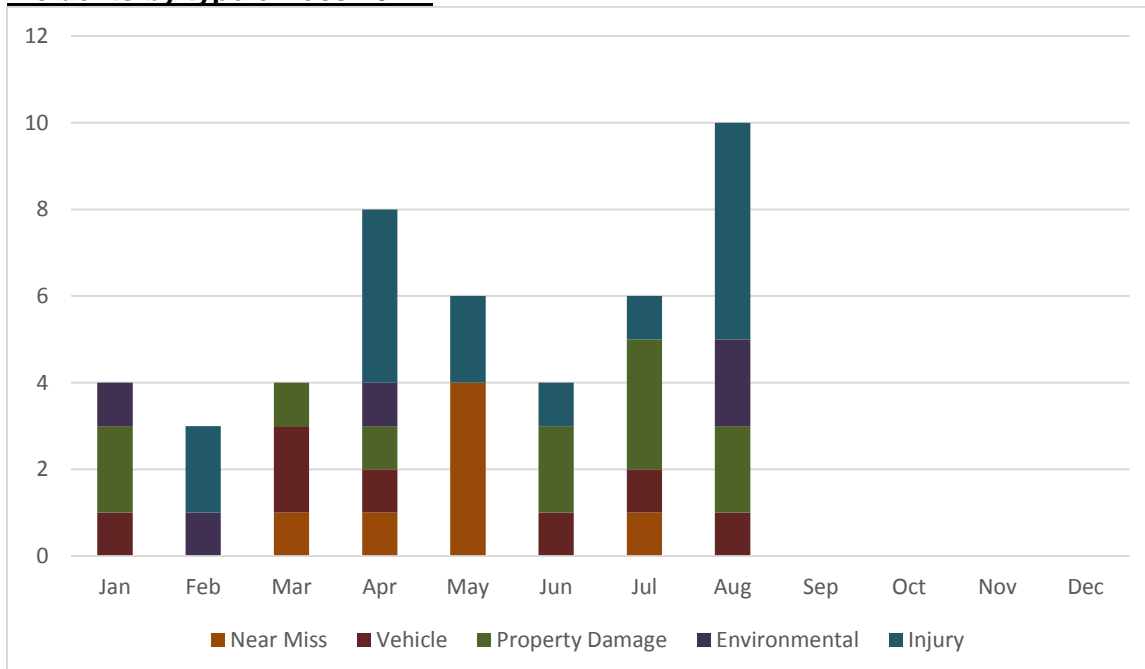
Currently working on:
- Updating Safety Manual
- Updating safe-work practices
- Improving contractor safety management/ Prime Contractor program
- Hearing Conservation program
- Noise Mapping
- Staff Training Programs
- Revising/Updating Human Resources Policies and Forms
- Updating job descriptions
- Creating onboarding handbook
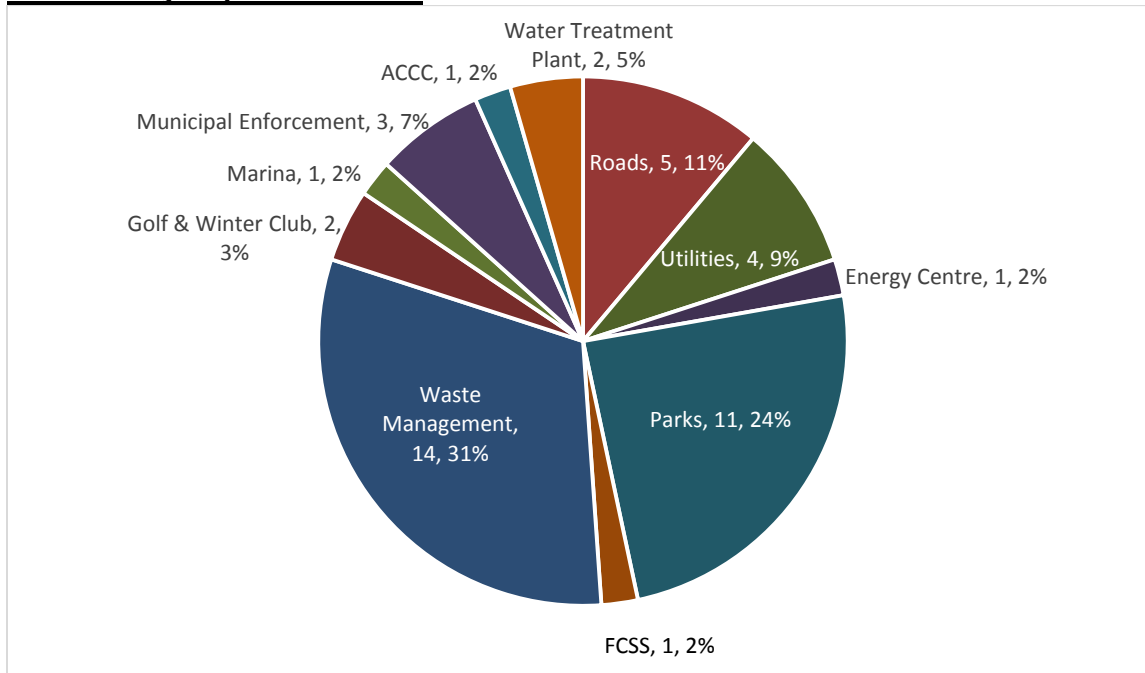- Preparing for new HRIS System

Safety Statistics:
<u>Safety incidents to date 2024</u>
Near misses: 7
Vehicle incidents: 7
Property Damage: 11
Environmental: 5
Injuries: 15
Total incidents to date 2024: 45

<u>Incidents by type of loss 2024:</u>

Incidents by Department 2024:

Pie chart showing incidents by department:
- Water Treatment Plant, 2, 5%
- ACCC, 1, 2%
- Municipal Enforcement, 3, 7%
- Marina, 1, 2%
- Golf & Winter Club, 2, 3%
- Waste Management, 14, 31%
- Roads, 5, 11%
- Utilities, 4, 9%
- Energy Centre, 1, 2%
- Parks, 11, 24%
- FCSS, 1, 2%

IST DEPARTMENT

Number of Tickets Closed:	91
Number of Tickets Opened:	121
Number of Tickets Still Open at End of Month:	103
Number of Surveillance Footage Requests:	01
Backup Recovery's:	01
Virus Threats (Online):	297

- **Application Updates:** ArcReader, ArcGIS
- **Application Installs:** N/A
- **Application Support:** Paradigm
- **Server Support:** Recovery
- **Server Patches:** N/A
- **Desktop Patches:** N/A
- **Hardware Support:** IPSAN (EC)
- **Mobile Support:** N/A
- **Backups (and monitoring):** N/A
- **AD Support:** Recovery
- **SharePoint Support:** N/A
- **Application Testing:** N/A
- **Network:** Recovery

Recent Activity:

- Cyber-attack remediation and recovery.

- Firewall deployment.
- Consulted with Eramosa regarding patching of Firewall and servers for SCADA system.
- Printer/copier installs for City Hall and Energy Centre.
- Reviewed GIS component to Catalis deployment.
- Wiped and reconfigured standalone backup servers.