

## Report to Chief Administrative Officer

<b>Department:</b>	Corporate Services	<b>Month:</b>	February 2025
<b>Contributors:</b>	Adriel Strasser, Mark Boonk, Emily Allsop, Jason Collard		
<b>Submitted by:</b>	Kristy Isert, General Manager of Corporate Services		

### **General Manager's Meetings – January 2025:**

3	GM Meeting
5	Permanent Elector Register - Communications Plan Webinar
5	Management Team Meeting
6	PerfectMind Renewal Agreement (Microsoft Teams)
10	GM Meeting
11	GIS/Cityworks Upgrade Meeting
11	Council - Regular Meeting
12	Meeting with Member of the Public Re: Utility billing question
12	PerfectMind Meeting
12	Meeting with Legal Counsel
12	CLFN-COCL Subdiscussion - Collaborative Procurement
13	Emerging Trends in Municipal Law Conference 2025
13	New LGFF Operating Grant Portal and 2024 Operating SFE Submission
12	CLFN-CoCL Subdiscussion - Workforce Development
18	GM Meeting
18	Council – Corporate Priorities Meeting
19	Emergency Management Agency (EMA) Meeting
19	PerfectMind Meeting
20	City Hall Safety Meeting
20	Corporate Services Department Meeting
24	GM Meeting
25	Council - Regular Meeting
25	WCB Requirements meeting

### **Administration:**

- Agenda and minute preparation for various meetings.
- 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.
- Daily bank deposit at Lakeland Credit Union.
- Credit card reconciliation.
- AP and AR processing as required.
- Contract and records management.
- Customer Service.

## FINANCE DEPARTMENT

### Utilities

- 28 connects and 10 disconnects.
- 5,215 were billed in Cold Lake of these 228 were flat rate.
- 3,256 registered for e-billing (increase of 159).

### Receivable

- 276 accounts receivable invoices and 158 bulk water invoices
- 388 penalties applied to account.
- 1,865 customer self-service registrations (CSS) (No change).

### Accounts Payable

- 841 accounts payable invoices processed; 404 accounts payable cheques printed; 2 drafts/wires made.

### Property Taxes

- 53 tax certificates issued
- 1,912 registered for TIPPS (increase of 30)
- 34 land title changes
- 11 properties currently on tax agreements (increase of 1) and 3 signed to go for approval from Council
- Total taxes receivable **\$47,768,178** (\$46,798,355 of the total taxes receivable are from 4 Wing property)

<b>Tax Receivable</b>			
<b># Years</b>	<b>Amount</b>	<b>Properties without a tax agreement</b>	<b>Notes</b>
Current	<b>\$4,911,488</b>		<ul style="list-style-type: none"> <li>• Includes penalties posted in January 2025 and February 2025</li> <li>• Monthly 2% penalty on outstanding current balance from July-December.</li> <li>• 3% penalty in January, and 12% penalty in February on total outstanding balance.</li> </ul>
1 Year Arrears	<b>\$1,467,063</b>		<ul style="list-style-type: none"> <li>• Property owners are sent monthly statements regarding their accounts.</li> <li>• Will need to be sold at public auction by March 31, 2028.</li> </ul>
2 Year Arrears	<b>\$900,529</b>	55	<ul style="list-style-type: none"> <li>• Will be placed on the tax arrears list on March 31, 2025, and posted at City Hall.</li> <li>• These property owners will be sent monthly statements as well as letters and phone calls.</li> </ul>

			<ul style="list-style-type: none"> <li>Will need to be sold at public auction by March 31, 2027.</li> </ul>
3 Year Arrears	<b>\$1,829,844</b>	13	<ul style="list-style-type: none"> <li>Placed on the tax arrears list on March 31, 2024, and posted at City Hall.</li> <li>These property owners have been sent monthly statements as well as letters and phone calls.</li> <li>Will need to be sold at public auction by March 31, 2026.</li> </ul>
4+ Year Arrears	<b>\$38,659,254</b>	13	<ul style="list-style-type: none"> <li>2 properties were placed on the tax arrears list on June 30, 2023, and posted at City Hall. These property owners have been sent monthly statements as well as letters and phone calls. Public Auction to be held on March 19, 2025 for these 2 properties</li> <li>11 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 which was unable to fulfill its tax agreement obligation. Public auctions were held but no bids were offered.</li> </ul>

### Completed

- January GST reasonability and return completed and filed.
- 6,352 assessment notices were mailed February 28, 2025.
- Appraisals for tax sale properties were completed, and an auctioneer has been hired for the tax sale scheduled for March 19, 2025.
- The variance reports for December 2024 and January 2025 were sent to the Library and RUSC manager.

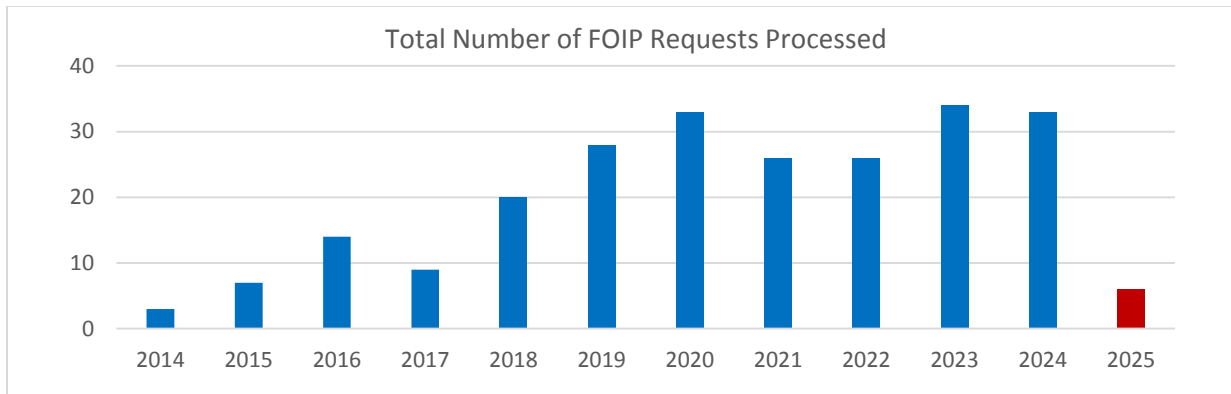
### Currently Working on

- 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 nuances with new software.
- Questica integration with the new software
- Avanti integration with the new software
- Finalizing nuances with Sensus integration
- Preparing for the 2024 year ends (City of Cold Lake, RUSC, Library, FCSS) – auditors are scheduled to come the second week in March 2025.

## LEGISLATIVE SERVICES DEPARTMENT

### Information Requests & FOIP

- 4 FOIP Requests received in January - 6 FOIP requests in 2025.
- 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	52	972
RUSC	0	199

- 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.
- Closed 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				
	February	Total 2025 Interments	Total 2024 Interments	Total 2023 Interments
Columbarium Niche	0	0	3	2
In-Ground Standard Plots	1	1	11	13
In-Ground Cremation Plots	0	0	0	0

Plot Sales				
	February	Total 2025 Interments	Total 2024 Interments	Total 2023 Interments
Columbarium Niche	0	0	7	5
In-Ground Standard Plots	0	1	9	10
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	27	339	366	7.38%
In-Ground Standard Plots (Grand Centre Cemetery)	180	112	292	61.64%
In-Ground Standard Plots (Lakeview Cemetery)	805	14	819	98.29%
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 29 SharePoint requests and completed 27 in February.
- 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 February	Open - Actively Recruiting	Open - Not Actively Recruiting
CAO's Office		<ul style="list-style-type: none"> <li>• Animal Care and Control Centre Attendant (1 full-time position)</li> <li>• Marketing Officer (1 part-time position)</li> </ul>	<ul style="list-style-type: none"> <li>• Term Community Economic Development Advisor (1 term position)</li> </ul>
Corporate Services			
Community Services		<ul style="list-style-type: none"> <li>• General Manager of Community Services (1 full-time position)</li> </ul>	

		<ul style="list-style-type: none"> <li>• <b>Term Wellness Programmer</b> (1 full-time, term position)</li> </ul>	
<b>Infrastructure Services</b>			

**Record of Employment:** 2

**Short Term Disability:** 2

**Long Term Disability:** 4

**Labour Relations:** 3 Active Arbitration Files

**Workers Compensation (WCB):** 0 claims

**Currently working on:**

- Implementing new HR/Payroll System
- Training Management and Employees on new Payroll System
- 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
- Planning Summer Hiring

**Safety Statistics:**

Incidents

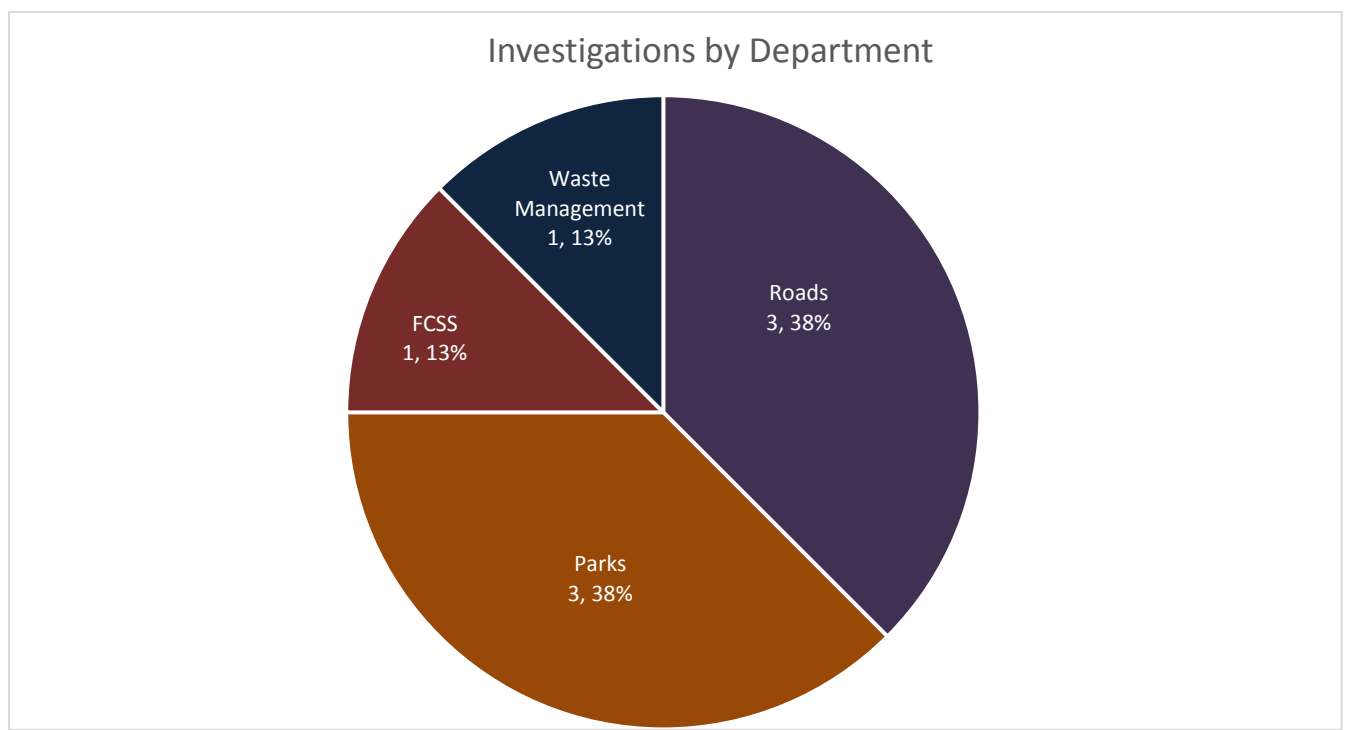
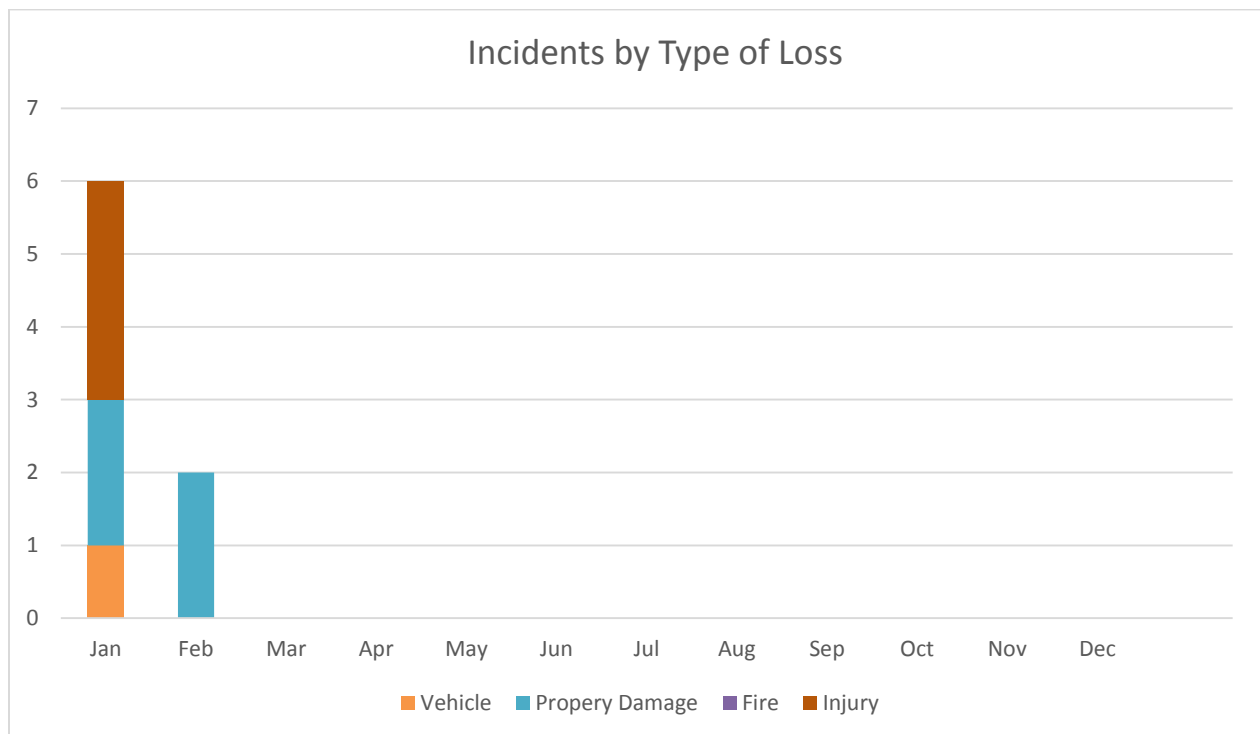
Vehicle: 1

Property Damage: 4

Fire: 0

Injury: 3

**Total: 8**



## IST DEPARTMENT

Number of Tickets Closed:	38
Number of Tickets Opened:	44
Number of Tickets Still Open at End of Month:	60
Number of Surveillance Footage Requests:	03
Backup Recovery's:	01
Virus Threats (Online):	143



- **Application Updates:** CaseWare.
- **Application Installs:** Catalis, Viso, AutoCAD.
- **Application Support:** Outlook, ArcGIS, Catalis.
- **Server Support:** GIS.
- **Server Patches:** 44 Windows servers, Mitel.
- **Desktop Patches:** 200+ desktops
- **Hardware Support:** Printer (AC3), Meeting room TV, PC repair.
- **Mobile Support:** Phone/Tablet deployments.
- **AD Support:** 5+ Accounts created or modified.
- **SharePoint Support:** Compliance development ongoing, User management, Marina project.
- **Application Testing:** Purview, Intune, CoPilot, Azure.
- **Network:** IOP network ports activation, P2P radio link at WTP.

### **Recent Activity:**

- Replaced the City Network radios between Public Works and the WTP. Old radios were starting to fail and cause network dropouts and speed issues.
- Programmed swipe door and security alarms at the Marina Office for the Age Friendly Ice Fishing tournament.
- Documented the correct procedure to have call forwarded calls land in the correct voicemail box (i.e. the phone extension in which the call was forwarded to).
- Security camera footage was pulled for several dogs escaping their kennels at the AC3.
- Working with Marketing to move workflows to M365 cloud.
- Assist users accessing sites like GOA Emergency Social Services through third party services.
- Captured and deployed video footage for RCMP of Marina incident.
- ESRI and CityWorks meeting to prepare for new system deployments.
- Testing and preparations for Citywide One Drive deployment.
- Testing with Visual Studio Code with A.I. extension (Copilot, Chat GPT, Gemini 2.0, Claude 3.5 etc.).
- Install new PC's and laptops at South Fire Hall & FCSS.
- Configure MICR Printer for network use (AP).
- Install and config PC for new Engineering Tech (include Road Matrix, AutoCAD, Civil 3d etc.).
- Looking at connecting Dell APP with Intune – Ongoing.
- Perform Mitel phone changes for call forwarding and voicemail (NuPoint).