



TO: Thomas R. Kneeland
Members of Council
City Attorney

FROM: Dottie A. Franey
Director of Public Service

DATE: February 12, 2016

SUBJECT: Report to Council, February 22, 2016

ACTION ITEM FROM THE CITY ENGINEER

ACTION ITEM – 2016 CCTV & Sanitary Sewer Cleaning Project – Award Contract: Bids for the 2016 CCTV & Sanitary Sewer Cleaning Project were opened on January 29, 2016. In all we received 5 total bids ranging from \$79,389.65 to \$124,309.30. The lowest responsive and responsible bidder is RedZone Robotics, Inc., 91 43rd Street, Pittsburgh, PA 15201 with a bid of \$79,390 to perform the work. We have checked for completeness of their bid and have obtained positive references regarding other CCTV projects they have performed.

We are respectfully requesting legislation authorizing the Mayor to enter into contract with RedZone Robotics, Inc. The funds to pay for this project are from the 2015 City Sewer appropriations budget. These funds were encumbered at the end of 2015 in the amount of \$100,000. We are asking that the entire amount be authorized since there may be additional sewer repair work that may become necessary once the sewers are cleaned and evaluated due to the age of this part of the system. (Bid Summary and RCA attached.)

ACTION ITEM FROM THE DIRECTOR OF PUBLIC SERVICE

ACTION ITEM – Utility Online Bill Pay – Official Payments: It is our desire for Gahanna's Utility Billing Division to offer online bill pay services to our customers. To facilitate online payments, it is necessary to partner with a pay provider that interfaces with the customer and processes the payment.

In 2013, the Service Department formed a committee that included representatives from Utility Billing and Finance. The committee interviewed and received proposals

from multiple online pay providers. After a full review of the pay providers' services, costs, and experience in the industry, the committee unanimously chose Official Payments.

ORD-0129-2013 was passed in 2013 and a contract was signed with Official Payments. However, for reasons having nothing to do with Official Payments, the Service Department was unable to implement the online bill pay service.

We picked this project up again in late 2015 and evaluated multiple vendors. Once again, Official Payments was the leader.

The agreement that we are bringing forward with Official Payments has an initial term of five years with automatic one-year renewals. Either party has the right to terminate the agreement by issuing their desire sixty days prior to the end of the contract term. The costs are as follows:

Item Description	Amount
One-Time Setup Fee - Online Bill Pay	\$0.00
Monthly Fees	\$0.00
Credit/Debit Card Fee (Discover, VISA, Master Card accepted)	<p style="text-align: center;">\$4.75/transaction</p> <p>THIS IS A CONVENIENCE FEE THAT IS PAID BY THE CUSTOMER AND IS COLLECTED BY OFFICIAL PAYMENTS WHEN THEY TAKE THE CUSTOMER'S PAYMENT. THIS FEE GOES DIRECTLY TO OFFICIAL PAYMENTS WHO PAYS ALL CREDIT/DEBIT CARD FEES.</p>
eBill Pre-Processing and storage per Billing Statement and applies to all bills created. (This could cost Gahanna approx. \$1,750/year.)	\$0.035
eBill iPDF Enrollment per Billing Statement and only applies if an account signs up for eBill. (This could save Gahanna \$1.416/account enrolled in eBill. If 12% of our accounts enroll, the savings would cover the Pre-Processing and storage cost above.)	\$0.165

<p>Interactive Voice Response (IVR) cost is the basic \$4.75/transaction cost plus \$1.50 for IVR processing.</p>	<p style="text-align: center;">\$6.25/transaction</p> <p>THIS IS A CONVENIENCE FEE THAT IS PAID BY THE CUSTOMER AND IS COLLECTED BY OFFICIAL PAYMENTS WHEN THEY TAKE THE CUSTOMER'S PAYMENT VIA IVR. THIS FEE GOES DIRECTLY TO OFFICIAL PAYMENTS WHO PAYS ALL CREDIT/DEBIT CARD FEES.</p>
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Gahanna is a member of a Utility Billing Discussion Group that performs electronic surveys regarding issues that relate to utility billing. In 2014, two online bill pay surveys were performed. I am sharing the results below as a reference for Official Payments, to give some indication of the percentage of communities who pass the convenience fee through to their customers and to give some idea as to what other communities were charging customers as a convenience fee in 2014.

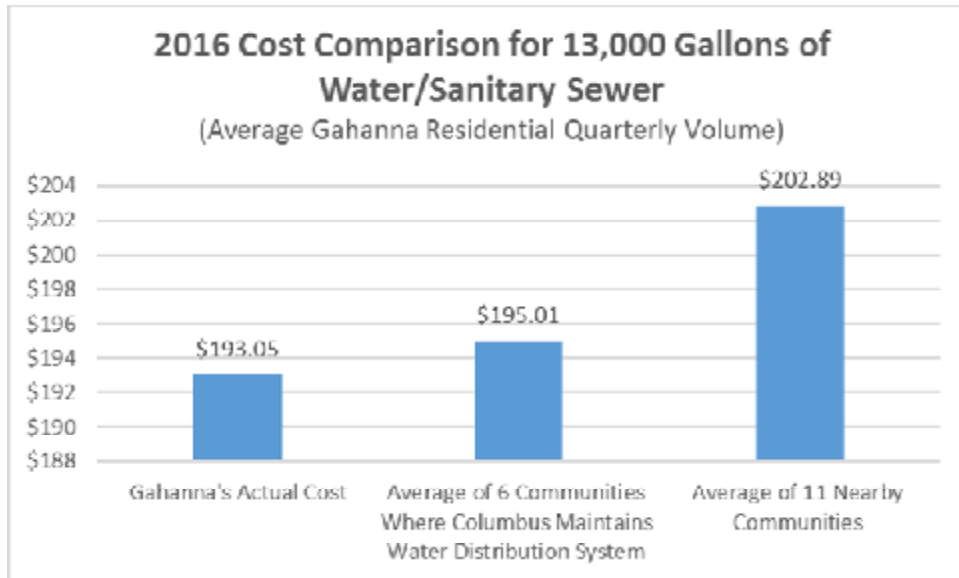
Description	Count/Percent
Number of communities responding to the online bill pay surveys.	36 (100%)
Of the 36 responding communities, how many offer online bill pay?	27 (75%)
Of the 27 communities who offer online bill pay, how many pass the convenience fee to the customer?	18 (50%)
Of the 27 communities who offer online bill pay, how many utilize Official Payments as their online bill pay provider?	12 (33%)
What are the online costs that are passed on to the customer for routine payment transactions?	Answers ranged from \$3.50 flat fee (for transactions up to \$250) to one jurisdiction charging a \$6.00 flat fee and another charging 3% of the payment amount.

We are respectfully requesting that ORD-0129-2013 be rescinded and new legislation be passed authorizing the Mayor to enter into agreement with Official Payments to act as our online pay provider for utility payments. There are no costs to the City for this contract. (Agreement and RCA attached.)

UPDATE

Water/Sanitary Sewer Costs: With Gahanna's water/sanitary sewer rate increasing 7.23% in 2016, we thought that it would be a good time to convey some relevant information in this report. Additionally, this issue will be an item on the next Committee agenda in case Council members have additional questions.

- Gahanna is a master meter community of the City of Columbus, which means that...
 - Columbus is responsible for
 - § Delivering water to Gahanna's boundaries
 - § Processing the sewage Gahanna sends them
 - Gahanna is responsible for
 - § Maintaining Gahanna's water distribution system within our city's boundaries, which includes
 - 152 miles of water lines
 - One-million gallon water tower
 - 6 pressure reducing valves
 - 2 water booster pump stations
 - 10,687 water meters
 - 1,723 fire hydrants
 - 1,696 water valves
 - Approximately 1,000 water quality tests annually
 - § Maintaining Gahanna's sanitary sewer collection system within our city's boundaries, which includes
 - 151 miles of sanitary sewer lines
 - 5 sanitary sewer lift stations
 - § Managing over 10,000 customer accounts and reducing over 40,000 utility bills annually
- Cost comparison of nearby communities



- 6 Communities referenced in the chart
 - New Albany
 - Whitehall
 - Grove City
 - Hilliard
 - Upper Arlington
 - Dublin
- 11 Communities referenced in the chart
 - New Albany
 - Whitehall
 - Grove City
 - Hilliard
 - Upper Arlington
 - Dublin
 - Westerville
 - Reynoldsburg
 - Jefferson Water/Sewer District
 - Obetz
 - Bexley

Hamilton Rd Central: The first phase of waterline tie-ins has been completed. The contractor has completed the tie-ins of the new service lines to the private residences. The main line tie-ins for side streets are expected to be completed by 2/18/16. These operations are being coordinated so as to provide minimal impacts to residents.

During the week of 2/22/16, the contractor plans to begin footers for the new box culverts proposed on Hamilton Road, as well as the necessary waterline lowerings to prepare for the planned culvert replacements and extensions.

At this time, the contractor expects to implement the second planned project roadway closure on March 28, 2016. The contractor is scheduled to close Hamilton Road on March 28, 2016 for the replacement of two box culverts. The original duration of the planned closure was expected to be 21 days, however, we have coordinated this effort with the County and Contractor to reduce the duration of the planned closure to 10 days (weather permitting). The shortened duration of the closure, and scheduling it over spring break week will help reduce the impact to the community. Signed detour routes will be in place during the closure. Now that these dates are realized, our office will begin the process of distributing widespread notifications in the coming weeks to notify the community of the upcoming impact.

Pavement repairs will continue throughout the construction zone to maintain an adequate pavement condition throughout the winter months.

Private Utility Companies continue the process of relocating their utilities on Hamilton and Clark State Roads.