



TO: Thomas R. Kneeland
Members of Council
City Attorney

FROM: Dottie A. Franey
Director of Public Service and Engineering

DATE: December 1, 2017

SUBJECT: Report to Council, December 11, 2017

ACTION ITEM FROM THE CITY ENGINEER

ACTION ITEM # 1 – Sanitary Sewer Assessment for 319 James Road:

City Council passed Statutory Resolution SR-0001-2017 determining the necessity and intent for the assessment of sanitary sewer fees for 319 James Road. The next step in this process is to pass legislation to proceed with the assessment process.

The last remaining piece of legislation is an ordinance authorizing the City to actually levy the assessments. After this final piece of legislation is passed, the Council office will publish the resulting ordinance for one week, notification letters will be sent to the property owners, and the assessments will be filed with Franklin County. (Memo of Assessment attached).

Requested Legislation and Funding

- **Legislation Needed:** Adopt an Ordinance to proceed with the assessment process for certain real estate at 319 James Road for Sanitary Services
- **Emergency/Waiver:** N/A
- **Name & Address:** N/A
- **Already Appropriated (Amounts & Accounts):** N/A
- **Supplemental/Transfer (Amounts & Accounts):** N/A

ACTION ITEMS FROM THE DIRECTOR OF PUBLIC SERVICE

There are no Action Items from the Director of Public Service.

UPDATES

Building Division Permitting Process Update – In March of 2017, a Kaizen Event was facilitated to improve our building permitting process by providing a consistent and transparent process that would facilitate a reduction in time for issuing permit approvals or permit comments. At the time that the event was conducted, our average review time for building permits was 11.5 days. Our desired result was to reduce the average calendar days for issuing permit approvals or permit comments by 25%. As of December 7, 2017, our average permit review time is 6 days, which equates to a 47% reduction in time for issuing building permits. The implemented changes within the Building Division have met and almost doubled our goal for reducing permit review time.

2017 Water and Sewer Internal Review Board Recap – Gahanna has a Water and Sewer Internal Review Board made up of two citizens, one utility billing specialist and the service director serving as chairperson. The Water and Sewer Internal Review Board has the power to hear and decide appeals regarding water, sanitary sewer and storm sewer bills and to review any complaints or problems which cannot be resolved at division or departmental levels. The Water and Sewer Internal Review Board may grant adjustments to water and sewer bills if, in the Board's opinion, such adjustments are appropriate and justified. Attached please find a recap of all issues heard by the Water and Sewer Internal Review Board in 2017.