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**TO:** Thomas R. Kneeland  
Members of Council  
City Attorney

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

**DATE:** July 15, 2016

**SUBJECT:** Report to Council, July 25, 2016

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### **ACTION ITEMS FROM THE CITY ENGINEER**

There are no action items from the City Engineer.

### **ACTION ITEMS FROM THE DIRECTOR OF PUBLIC SERVICE**

**ACTION ITEM #1 – New Utility Billing Software (Muni-Link):** To better serve our customers, we have been researching service add-ons and evaluating 3rd party vendors to provide the following capabilities (as our current SunGard software does not provide these options):

#### **Desired Capabilities with Associated Additional Costs**

- Online Bill Pay (No cost add-on)
- E-billing (Approximately \$230/per month add-on)
- Web Portal - Allows customers to view bills & account history; (Approximately \$150/per month add-on)
- Backflow Program (Approximately \$160/per month – we currently have a vendor who provides this)
- Work Order System (Approximately \$7,500 [paid at a rate of \$1,500/per month over a five year period] add-on)
- Inspection Module (Included in above Work Order System Costs)
- Inventory System (Included in above Work Order System Costs)

#### **Evaluation**

After the evaluation of these service add-ons and their respective costing, we concluded it is more cost effective and efficient to replace the utility billing software as opposed to link several 3rd party vendors to SunGard. We have been using

SunGard software for utility billing since 2006 with one upgrade that was completed in 2012.

After the evaluation of several utility billing software options we believe that Muni-Link is the right vendor. Muni-Link offers all of the above capabilities and has a unique interface that provides all account details on a central screen which will improve the availability of information to our Utility Billing Specialists while assisting customers. Muni-Link is a web based hosted solution (Tier 4 AWS Servers that offer redundant data storage) that launches new features and updates regularly. Their Software as a Service Agreement renews annually and has a set annual increase of 2.5%, or based on the CPI if the CPI is higher.

### Costs

We analyzed the costs of the utility billing component of SunGard and have compared that to those of Muni-Link below:

#### SunGard

- SunGard required the upfront purchase of software and hardware so costs have been converted to approximate monthly payments. Those costs along with additional one-time costs to complete the upgrade in 2012 and recurring costs equates to all-in cost of approximately \$1,700 per month from 2006 to present.
  - Approximate Monthly Cost of SunGard with the Above Add-ons:  
\$3,580

#### Muni-Link

- Muni-Link's cost for implementation and data conversion is \$12,000 plus incidentals. Those costs along with the recurring monthly payment of \$2,552 would provide for all of the desired capabilities listed above.

We are respectfully requesting legislation authorizing the Mayor to enter into a Software as a Service Agreement with Link Computer Corporation. There are sufficient funds in the proprietary accounts to cover this purchase. No supplemental appropriation is necessary. (Agreement and RCA attached.)

**ACTION ITEM #2 – Lustron House Lease Agreement:** Point Plus Personnel is a Gahanna business that is currently leasing a space at 181 Granville Street. All leases for that facility expire on July 31, 2016 and the tenants have been told that no new leases will be extended. Point Plus Personnel is a staff recruiting agency. They have two employees who work 40 hrs./week and, on average, their office receives less than 10 visitors per week. Point Plus Personnel's owner, Chad Downing, contacted the City of Gahanna to see if we would be interested in

extending his company a short-term lease for 79 S. Hamilton Road (aka Lustron House).

The Lustron House is zoned SF-3. In the past, it has served as an off-site classroom for the Gahanna-Jefferson School District and currently is used as storage for the City of Gahanna. On July 13, there was a public hearing in Planning Commission where a variance was requested to allow a non-residential use and Conditional Use approval requested for the site to go from single family to office use. The variance was recommended to Council and the Conditional Use was approved by Planning Commission.

The City is agreeable with the idea of the short-term lease and believes it would be a good use of the property. Point Plus Personnel would be responsible for maintaining the property (mowing the grass and keeping sidewalks clear of snow and ice) for both 79 S. Hamilton Road and the adjacent property, 87 S. Hamilton Road (the Hamilton House) that is also owned by the City. We feel that, not only will an on-site tenant help keep the properties better maintained that will improve their appearance in the neighborhood, but City's staff time will be freed from these maintenance duties, which will allow them to focus on other areas of the City. Point Plus Personnel is currently paying \$800/month for their space at 181 Granville. The City would request the same rent amount with a \$200/month credit for Point Plus Personnel performing the grounds maintenance associated with 87 S. Hamilton Road.

We are respectfully requesting legislation authorizing the Mayor to enter into lease agreement with Point Plus Personnel. (Lease and RCA attached.)

## UPDATES

**Hamilton Rd Central** - Paving of a portion of the new roadway on the northwest sections of the widened portions of Hamilton Road are expected to continue through the end of July. Once the paving on the northwest section is completed, the western portion and alignment of the northern roundabout will begin to take shape, and all traffic will be shifted from the temporary pavement to the new pavement. Crews are also continuing the installation storm sewer, light poles and foundations, sidewalk, bike path, and restoration on the widened portions. The final remaining waterline work for the project is expected to begin at the end of July.

Pavement repairs will continue throughout the construction zone to maintain traffic throughout construction. The contractor hopes to perform a lane switch to move traffic off of the temporary pavement by the end of July.

Motorists should continue to expect delays throughout the construction zone, and are encouraged to consider other routes if they wish to avoid a possible delay in their travels.

**2016 Paper Shredding and Electronic Recycling Event** – Event will take place this Saturday, July 30<sup>th</sup> in the City Hall parking lot from 9:00am-1:00pm. Ohio Mobile Shredding (OMS) will be providing the paper shredding and electronic recycling services (free of charge). The event flyer, FAQ sheet and a link to sign up to volunteer is posted the City's website. Here is the volunteer link if any council members are interested: <http://www.signupgenius.com/go/10C0F44AFA928A6FB6-gahanna1>.