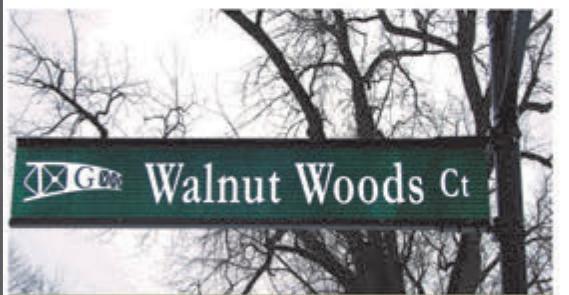


# ANNUAL REPORT • 2012



## PUBLIC SERVICE



CITY OF GAHANNA



[www.gahanna.gov](http://www.gahanna.gov)

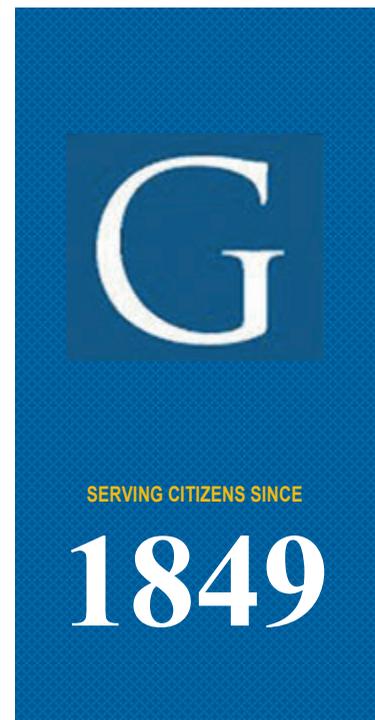
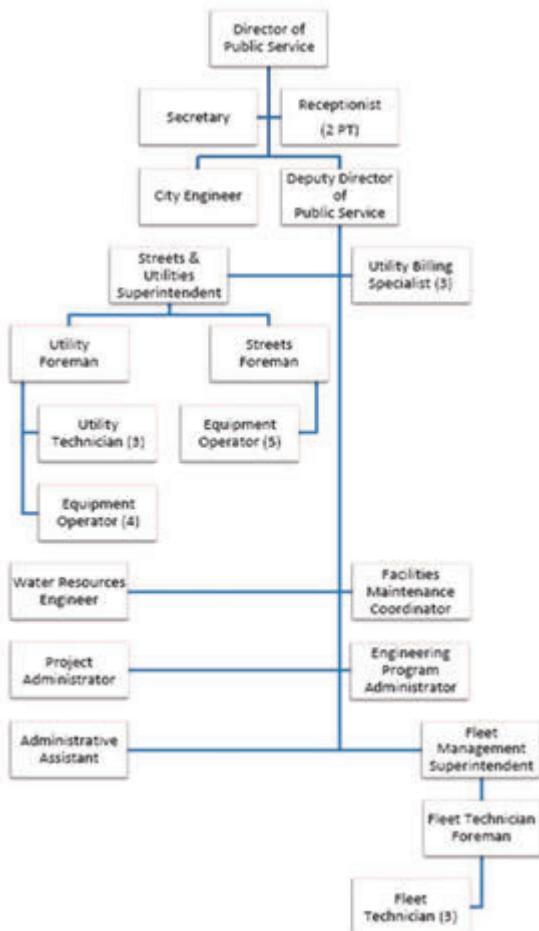


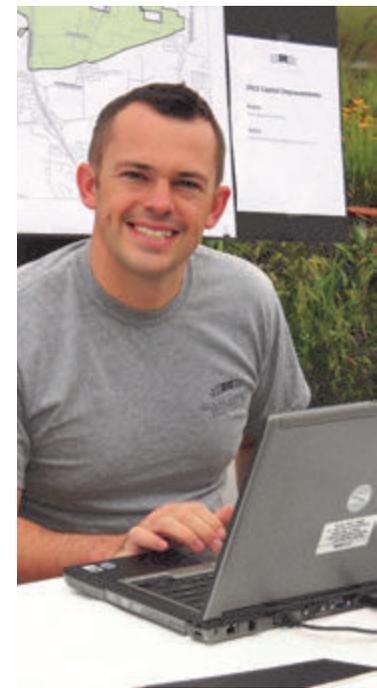


## DEPARTMENT OVERVIEW

The mission of the Department of Public Service is to continually strive to improve service to residents through open, honest communication, top-notch infrastructure, building and equipment maintenance, and the refusal to allow the department to settle into complacency.

The work of the Department of Public Service spans across numerous functions and is funded in a multitude of ways. Nine divisions comprise the department: Administrative/Procurement, Engineering, Facilities, Fleet Maintenance, Sanitary Sewer, Storm Water, Streets, Utility Billing, and Water.





## DIVISION OVERVIEW

The Purpose of the Administrative Division is to monitor public works trends, evaluate and implement effective technology, continually improve processes, provide exceptional customer service to the Gahanna taxpayers, and unwavering administrative support to all divisions of the Department of Public Service. Specific tasks include but are not limited to transfer incoming/outgoing mail, transfer phone calls to proper division, greet visitors to city hall, order supplies, process utility purchase orders, address citizen requests, post auction items, schedule meetings, manage resource databases, create council reports, and oversee contract bidding.

Another aspect of the Administrative Division is procurement, the acquisition of goods or services at the best possible cost to fit the need of the department. The following is a list of 2012 new and renewed contracts and leases:

### Agreements

Cell Phone Service – *Sprint Cell Phone*  
 Public Health – *Franklin County Public Health*  
 City Hall/Police Station Redundant Cooling – *Trane US Inc*  
 Illicit Discharge Detection Elimination Compliance – *FSWCD*  
 NPDES Compliance – *FSWCD*

### Code Creation

908 Sidewalk Dining Code

### Code Modifications

135 Department of Public Service and Engineering  
 921 Sanitary Sewer Connection and Rental Rates  
 927 Storm Sewers – Code Modification  
 927.24 Illicit Discharge  
 929 Water Connections and Rates  
 929.12 Water Rates  
 941 Garbage and Refuse Collection

### Contract Awards

Techcenter Drive Infrastructure Extension (Buckles Ct Signal) ST 990 – *Miller Cable Rock Salt* – *American Rock Salt Co, LLC*  
 Science Boulevard Landscaping – *McWhorter Landscaping*  
 Gahanna Woods Detention Basin – *Thompson Excavation*

Lincolnshire Road Reconstruction ST 995 – *Nickolas Savko & Sons*  
 Oklahoma Cleaning – *Coverall*  
 2012 Street Program – *Decker Construction*  
 Municipal Gateway Landscape Maintenance – *Americascape*  
 Techcenter Commons Public Water Main Improvements – *Columbus Asphalt*  
 Fuel Site Demolition Soil Testing ST 967 – *Advanced Civil Design*

### Contract Renewal

Utility Bill Production – *SmartBill*

### Cooperative Agreements

Hamilton Road Central – *Franklin County*  
 Cooperative Purchasing Membership – *National Joint Powers Alliance*

### Developer's Agreement

Central Park – *VRG II, LLC*

### Engineering Contracts

Morrison/Claycraft Trail ST 998 – *Watcon Consultants*  
 Sycamore Run Stream Restoration ST 981 – *EMH&T*  
 Souder Ditch Stream Restoration – *OHM*  
 Farmwood Place Bioswale Pilot Project ST 982 –

*URS*

Water Model Update – *WE Stilson*

### Grant Award

Gahanna Woods Detention Basin ST 979 – *SWIF Grant* - \$60,000

### Joint Project Agreement

Sycamore Run – *Sycamore Run Condominium Association*

### Lease Agreements

Oklahoma Avenue Cell Tower – *Global Signal* – 15 Year Lease Extension  
 Sidewalk Dining – *Arepazo Tapas & Wine*

### Maintenance Agreements

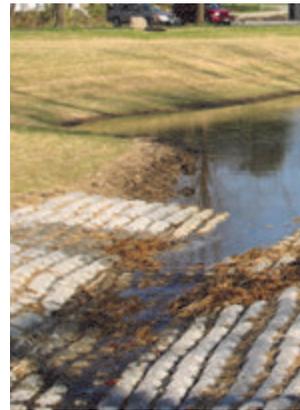
OSU Salt Tolerant Plant Study ST 996 – *ODOT*  
 I-270 Bridge Maintenance – *ODOT*

### Public Hearing

Dust Control – *Suburban Steel*

### Shared Services Agreement

Regional Partnership – *Multiple Municipalities*



## DIVISION OVERVIEW

The purpose of the Engineering Division is to perform design functions in the matter of construction, maintenance, and capital improvement projects undertaken by the City. Capital improvements include new construction projects or major replacements/repairs. The Engineering Division reviews project designs, monitors construction, and approves inspections. Other tasks include watershed studies, property easement acquisitions, right of way development, grant application processing, and plan review.

### 2012 Capital Improvement Projects

**Buckles Court** – Buckles Court is a public roadway that extends south of the newly constructed Techcenter Drive. The roadway was installed with sidewalks and street lighting. A traffic signal will be installed at the intersection of Buckles Court and Techcenter Drive in spring of 2013.



**Techcenter Commons Public Watermain Improvements** – This project installed 1610 linear feet of waterline to connect the waterline on the north side of Techcenter Dr to the existing waterline that crosses I-270. This created a loop in the waterline network to provide consistent pressure and system redundancy.



**Detroit Street Rebuild (Lincolnshire Rd)** – Every year, the City replaces Detroit style streets. Detroit style streets consist of all concrete pavement where the curb and street are poured as one unit. This style of street was originally installed decades ago. However, it is not designed for the addition of an asphalt surface. The asphalt surface causes curb drain outlets to be partially blocked.

Since the late 1980's, the City has been rebuilding Detroit style streets to eliminate the problems caused by the design. Detroit style streets are rebuilt to current street standards and include a concrete base, asphalt surface, and separate curb and gutter. The City currently has approximately 12 miles of Detroit style streets remaining. This equates to 8% of the entire roadway network.

The portion of Lincolnshire Rd from Empire Dr to McCutcheon Rd is one of the remaining Detroit style street segments (the remainder of Lincolnshire has already been rebuilt). It had deteriorated and was rebuilt in 2012.

**Gahanna Woods Detention Basin** – Residents downstream of the Gahanna Woods Park have experienced high flows during storm events. This in turn has caused stream bank erosion. In addition, the stream was found to have a high pollutant load. The Gahanna Woods Detention Basin was constructed to resolve these issues.

This project consisted of constructing a three stage wetland pond in the Gahanna Woods Park. The ponds will improve water quality in the stream by reducing the pollutant load, reduce peak flows from upstream development, and alleviate other storm water concerns in the Souder Ditch Watershed. In addition, trails and interpretive signs were a component of this project.



**Asphalt Overlay** – The purpose of asphalt overlay project is to prolong the life of City streets. The City uses a street rating system that is based on a scale of 1-100. It rates on four categories: extent of cracking, concrete condition, crack seal condition, and pavement defects (ie: potholes). All four categories contribute to the overall rating; however, the pavement defects category is weighted the heaviest because it relates to ride quality and maintenance costs.

Paving projects are targeted for streets where the majority of the pavement is in the range of 75 or below. The goal is to maintain all streets at or above the 75 rating.

The City maintains 134 centerline miles of roadway. Crack seal and slurry seal are temporary maintenance applications used to extend the life of asphalt pavements. When the paving surface has reached the end of its useful life, the asphalt is removed and replaced (also known as overlay, resurfacing, or paving). All residential streets receive a crack seal, slurry seal, and ultimately a resurfacing.

Curb ramps are replaced to meet current ADA standards on all streets that are resurfaced. Additional ramps will be constructed when necessary.



*The purpose of the Engineering Division is to perform design functions in the matter of construction, maintenance, and capital improvement projects undertaken by the City.*





## DIVISION OVERVIEW

The purpose of the Facilities Division is to properly care for City owned facilities. This includes maintaining the municipal complex (City Hall, Police Department, and Senior Center), streets and utilities operations complex, fleet maintenance garage, Creekside parking garage, Lustron house, Hamilton house, and the storage area of the water tower.



## FACTS

To properly maintain 8 city owned structures, the division:

- Performed weekly inspections of Council Chambers and Committee Room
- Performed monthly inspections of lighting, plumbing, boilers, sump pumps, water filters and elevators
- Performed quarterly inspections of doors, flags, HVAC and elevators
- Performed semi-annual inspection of the City Hall sprinkler system
- Performed annual inspections of fire extinguishers, backflow devices, overhead doors, boilers and shingle roofs



*The purpose of the Facilities Division is to properly care for City owned facilities.*



## DIVISION OVERVIEW

The Fleet Maintenance Division procures and maintains effective, safe, reliable vehicles and equipment for user groups. This comprises support to over 400 pieces of city-owned vehicles and equipment. Vehicles include items such as cars, trucks, and police cruisers. Equipment includes items such as lawn mowers, chainsaws, standby generators, and pumps. The division is responsible for ensuring that there is a sufficient number and type of vehicles and equipment within the fleet to maintain the City's daily operations.

The division also services two other jurisdictions: Mifflin Township (approximately 10 pieces of equipment) and the Village of Minerva Park Police Department (4 police cruisers and 1 medic). Occasional emergency repairs are completed for Jefferson Township.

### ***Vehicle Purchasing***

The Fleet Superintendent provides purchasing and technical assistance for all of its user groups. Each department is consulted annually to review their changing needs, equipment replacement criteria, and projected equipment use.

### ***Preventative Maintenance***

The Faster database is used to catalog services such as preventative maintenance (oil changes, inspections, etc) along with emergency repairs (equipment failure, flat tire, accidents, etc). It also creates work orders, tracks maintenance history, documents fuel use, and determines the lifecycle/replacement timeline of vehicles and equipment.

### ***Cost Management***

The Fleet Maintenance Division works to keep the cost of maintaining the fleet as low as possible for Gahanna's taxpayers. This means working with state contracts, regional partnerships and governmental alliances, developing positive relationships with vendors, overseeing fuel, original equipment manufacturers, and aftermarket parts purchasing. The division is also responsible for obtaining licenses, securing insurance on necessary units, handling manufacturer recalls, warranty repairs and arbitration, accident damage claims processing, and in sourcing of repairs. An Equipment Life Cost (ELC) analysis is completed prior to initiating major repairs thereby assuring that cost effective repairs are performed.

### ***Disposal***

A ranking system is applied to all vehicles and equipment in order to identify units that are either near or have reached their cost effective life span. When it is determined that a unit should be retired from Gahanna's fleet, it is then sold through an online auction site. Specialty vehicles that may be of interest to other municipalities and police departments are sold on a specific site that is only open to authorized purchasers.



## HOW DOES THE DIVISION HELP THE TAXPAYER?

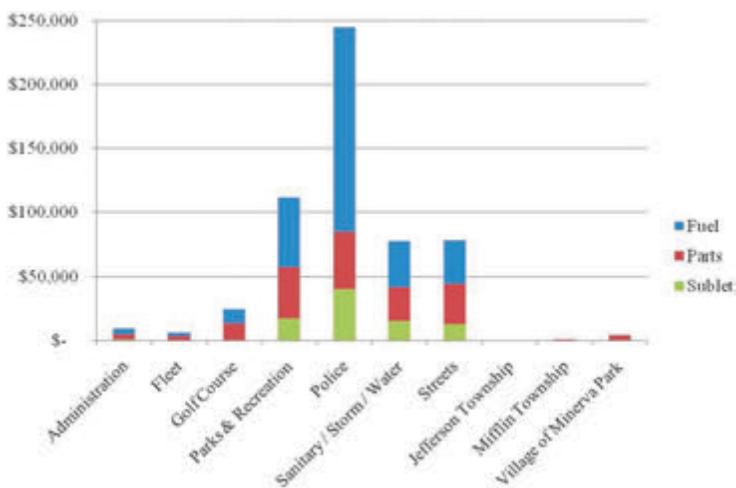
Preventative maintenance, including regular oil and filter changes, can preserve vehicles much longer. Monitoring Gahanna's fleet for preventative maintenance can save thousands of taxpayer dollars by avoiding unnecessary repairs. Not only is it a major cost control to have fleet personnel track preventative maintenance needs, but keeping police and safety vehicles in good working order ensures that no time is lost during response to emergencies.

Downtime avoidance and vehicle availability are two factors that can provide the best service to the departments served and to the taxpayer. Determining the most cost efficient equipment will ensure reliable service to Gahanna residents. The division works closely with each department to annually review their changing needs, equipment replacement criteria, and projected equipment use.

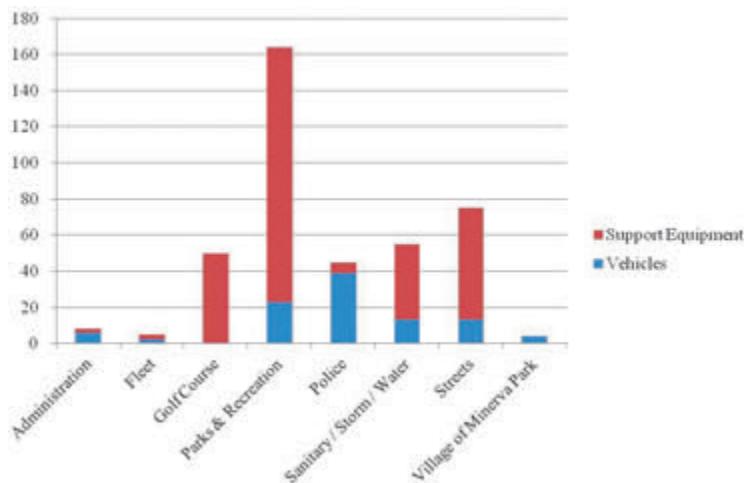


### EXPENSE AND MAINTENANCE

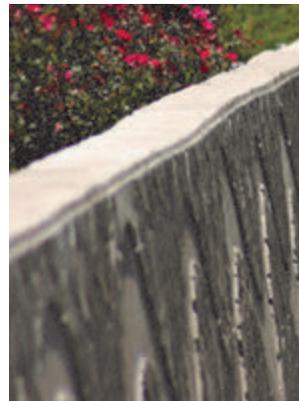
### 2012 EXPENSES PER DEPARTMENT



### 2012 UNITS MAINTAINED PER DEPARTMENT



*The purpose of the Fleet Maintenance Division is to procure and maintain effective, safe, reliable equipment for user groups at the lowest cost possible.*



## DIVISION OVERVIEW

The Streets Division maintains safe and aesthetically pleasing roadways. The division is responsible for snow and ice removal, pothole patching, crack sealing, berm repair, guardrail replacement, right-of-way mowing, and compliance with the Manual on Uniform Traffic Control Devices (MUTCD). The division also plays an oversight role in refuse collection, street sweeping, gateway mowing/landscaping, street light repair, miscellaneous clean up, and dead animal disposal.

Many facets of the city are directly enhanced by the work of the streets crew. The division administers the placement/rotation of street light banners and flags. In addition, it organizes the placement of barrels and barricades for special events such as the Freedom Festival Parade, Creekside Blues and Jazz Festival, and the Holiday Lights Parade.

## FACTS

To properly maintain approximately 134 centerline miles of streets, the division:

- Completed 376 citizen requests
- Filled 5,125 potholes
- Installed/replaced 315 street traffic control signs and posts
- Replaced 75 street name signs with the new style
- Disposed of 178 small dead animals and 19 deer from the roadway
- Replaced 31 traffic and pedestrian light signal bulbs
- Rotated banners on 58 poles throughout the year
- For a detailed list of activities performed by this division click here: 

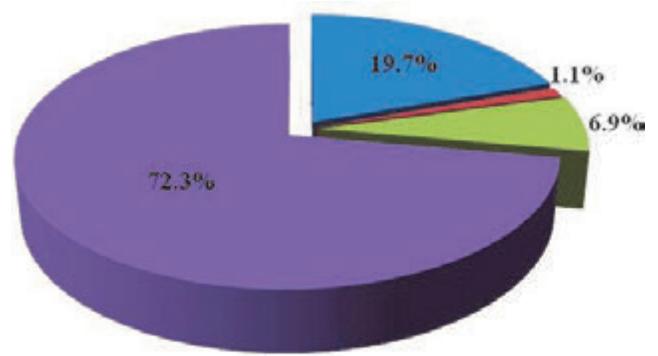
## 2012 CAPITAL IMPROVEMENT HIGHLIGHTS:

Safe Routes to Schools - 2009 Funding, ST 961 (design)

Buckles Ct, ST 975 (new construction)

2012 Street Asphalt Overlay Program, ST 994

Lincolnshire Rd Reconstruction, ST 995



Total: \$196,420

■ Labor: \$38,687

■ Liquid Deicing (Brine): \$2,286

■ Patching Potholes/Berms: \$13,478

■ Salt Consumption: \$141,969

## 2012 SNOW AND ICE REMOVAL EXPENSES



## 2012 STREET ASPHALT OVERLAY PROGRAM

### 2012 Overlay: \$304,379

Ashford Glen Dr (Fleetrun Ave/Caroway Blvd to Walbridge Dr/Caroway Blvd)  
 Brookhill Dr (Highmeadow Dr/Greencroft Rd to 350 ft east of Glenhurst Ct)  
 Carpenter Rd (Shull Ave to N Hamilton Rd)  
 Laurel Ridge Dr (100 ft south of Parkedge Dr to Cherrybottom Rd/Crossing Creek)  
 Riva Ridge Blvd (200 ft south of Tim Tam Ave to Dark Star Ave)

### 2012 Slurry Seal: \$74,034

Arcaro Dr (Dark Star Ave to 275 ft south of Rose Way)	Dunchurch Rd (Moorfield Dr to End of court)
Ballard Dr (Cherry Rd to W Johnstown Rd)	Lincoln Cir (Granville St, East to Granville St, West)
Bluestem Ave (Windbourne St to Sandburr Dr)	Olde Ridenour Rd (Founders Ct to Carlin Ct West)
Carpenter Rd (N High St to 50 ft west of Shepard St)	Rice Ave (Taylor Rd to Spruce Hill Dr)
Cherry Rd (End of court, East to End of court, West)	Woodmark Run (Shadewood Ct to McCutcheon Rd)

### 2012 Crack Seal: \$44,943

Ainsworth Ct (Ridenour Rd/Ainsworth Ave to End of court)	Eton Ct (Amfield Ct to End of court)
Albion Way (Dunbarton Rd to Muskingum Dr)	Fairholme Rd (Lincolnshire Rd to Knights Ave)
Amfield Ct (Stygler Rd N to End of court)	Flintwood Dr (Baywood Pl to Barwood Dr)
Andalus Ct (Andalus Dr to End of court)	Gary Lee Dr (Flint Ridge Dr to S Hamilton Rd)
Andalus Dr (Jennie Dr to Milan Dr)	Kason's Way (Taylor Rd to End of court)
Autumn Ash Ct (Woodmark Run to End of court)	Knights Ave (Lincolnshire Rd to Empire Dr)
Autumn Rush Ct (Havens Corners Rd to End of court)	Lansdowne Ave (Dunbarton Rd to James Rd)
Brookhaven Dr E (Hermitage Rd to Lansdowne Ave)	Larry Ln (E Johnstown Rd to End of court)
Cadbury Ct (Cadbury Dr to End of court)	Mimosa Pl (Thistle Ave to End of court)
Challis Springs Dr (Minturn Dr to Clark State Rd)	Minturn Dr (Gwyndale Ct/Gwyndale Dr to Harrison Pond Dr)
Clark St (S High St to End of court)	Moorfield Dr (White Swan Ct to Dunchurch Rd)
Cordero Ln (Tim Tam Ave, East to Tim Tam Ave, West)	Oaksedge Dr (Woodmark Run to End of court)
Deer Run (Antler Ct to Venetian Way)	Preservation Ln (Kason's Way, North to Kason's Way, South)
Denison Ave (Goshen Ln to Bowling Green Pl)	Rivers Edge Way (Olde Ridenour Rd to End of court)
Diven Ln (Goshen Ln to End of court)	Shull Ave (Granville St to Carpenter Rd)
Embassy Ct (Moorfield Dr to End of court)	



Photo Credit: Julie Walcoff

*The purpose of the Streets Division is to maintain safe, aesthetically pleasing roadway corridors.*





## DIVISION OVERVIEW

The Sanitary Sewer Division is responsible for the operation and maintenance of the sanitary sewer collection systems for the City. The division removes sewage from structures in a manner consistent with the Environmental Protection Agency (EPA) standards. The division's duties include sewer service inspections, biannual grease trap inspections, lift station maintenance, field spotting of underground sanitary lines, cleaning of lines, and response to emergency situations such as sewer back-ups.

The City of Gahanna is classified as a satellite community since it does not treat its own wastewater. Gahanna is connected to the City of Columbus sanitary sewer system, which provides sewage treatment services.

To abide by Ohio EPA regulations, the City has implemented a Capacity Management Operations and Maintenance (CMOM) program to manage the collection system and ensure the City is in compliance with best management practices developed by the industry.

## FACTS

To properly maintain approximately 160 miles of sanitary sewer lines, the division:

- Monitored five sanitary lift stations and inspected each twice per week
- Digitally recorded 11,164 ft and cleaned 18,553 ft of sanitary sewer lines
- Removed roots from 10,354 ft of sanitary sewer lines
- For a detailed list of activities performed by this division click here: [G](#)



## 2012 CAPITAL IMPROVEMENT HIGHLIGHTS:

Clark Ave Sanitary Repair, SA 986

Hamilton Rd Sanitary Repair, SA 987

Bow Dr Sanitary Repair, SA 988



## WHEN TO CALL FOR HELP!

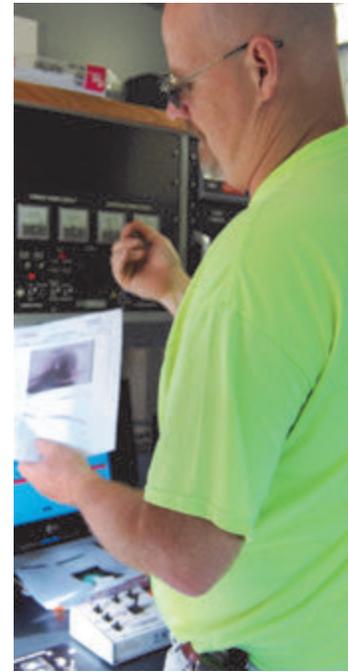
The following are symptoms of a possible sanitary sewer blockage: sewer odor (in the basement, around plumbing, or outside), toilets flushing unusually slow, or washing machine not draining properly. Please do not hesitate to call the City of Gahanna if you experience any of these symptoms.

Call the City of Gahanna immediately at (614) 342-4440 if you see water coming up through your floor drain or fluid coming out of any manhole.

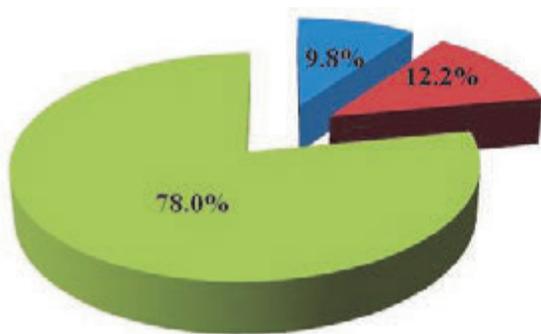
Gahanna staff are available to evaluate these issues promptly.



### REVENUE AND EXPENSE



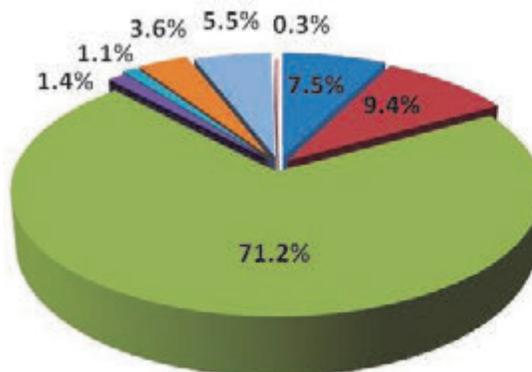
The Sanitary Sewer Fund accounts for the activities associated with managing the City's sanitary sewers. Revenues are derived from user charges related to usage and tap-in fees.



Total: \$5,352,384

### 2012 REVENUE

- Capital: \$524,068
- Columbus Consent Order: \$654,189
- General Collections: \$4,174,127



Total: \$8,094,690

### 2012 EXPENSE

- Capital: \$605,484
- Columbus Consent Order: \$760,151
- Columbus Sewer Processing: \$5,760,431
- Contract Services: \$111,560
- General Expenses: \$86,774
- General Fund Transfers: \$295,662
- Personnel: \$450,320
- Supplies: \$24,308

*The purpose of the Sanitary Sewer Division is to properly remove sewage from structures in a manner consistent with the Environmental Protection Agency (EPA) standards.*





## DIVISION OVERVIEW

Storm water is the discharge of water due to runoff from precipitation. Storm water runoff occurs when precipitation from rain or snowmelt flows over impervious surfaces. Impervious surfaces are areas that impede the infiltration of water into the soil. Concrete, asphalt, rooftops and even severely compacted areas of soil are considered impervious.

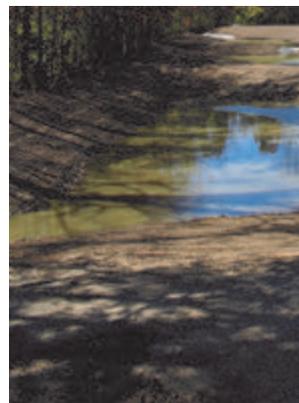
Storm water can pick up debris, chemicals, dirt, and other pollutants. These substances are then carried into the City's storm sewer systems or directly to a waterway. This discharge can destroy aquatic habitat, lessen aesthetic value, and threaten public health with contaminated food, drinking water supplies, and recreational waterways.

The Storm Water Division conveys discharge from structures in a manner consistent with the National Pollutant Discharge Elimination System (NPDES) standards. The division is responsible for the operation, construction, and maintenance of storm water management devices and the system as a whole.

## FACTS

To properly maintain approximately 145 miles of storm water lines, the division:

- Cleaned 7,475 ft of storm water lines
- Maintained 58.6 miles of streams and creeks along with 5,285 catch basins
- Completed 76 citizen requests
- For a detailed list of activities performed by this division click here: 



## 2012 CAPITAL IMPROVEMENT HIGHLIGHTS:

Farmwood Pl Street Infiltration Project, ST 982 (design)

McKenna Creek Basin, ST 971 (new construction)

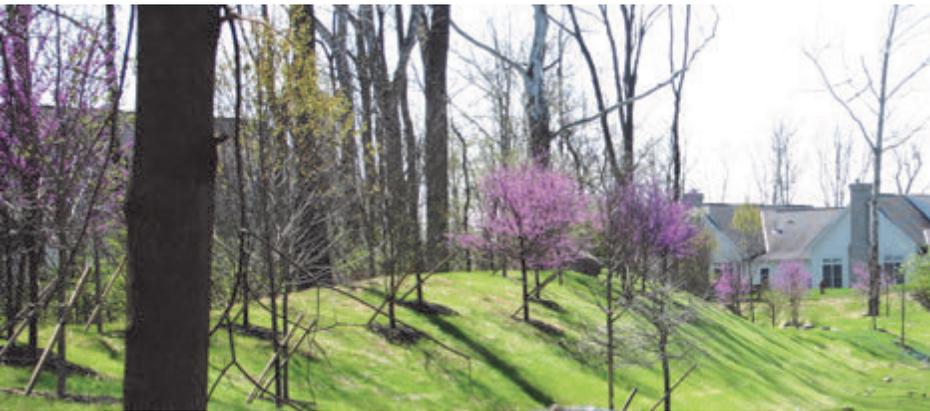
Science Blvd Retention Basin, ST 991 (new construction)



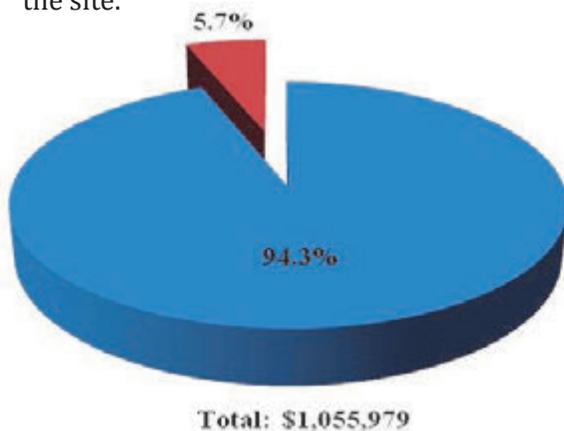
## HOW CAN STORM WATER SAVE YOU MONEY?

A rain barrel is a drum barrel that is used as a cistern to collect and store rainwater from your roof. This rainwater would otherwise be lost as runoff and flow into a storm drain. Rain barrels are placed under a gutter downspout. The water collected can then be used to water your lawn, flowers, garden, top off a swimming pool, and other such activities. This eliminates the need to purchase water for those purposes while conserving water and protecting the environment.

Gahanna is a participant in the GreenSpot Rain Barrel Program. After completing a workshop or online self-study program regarding the effects of storm water on surface water quality, homeowners are eligible to purchase terracotta-colored rain barrels at a discounted price.



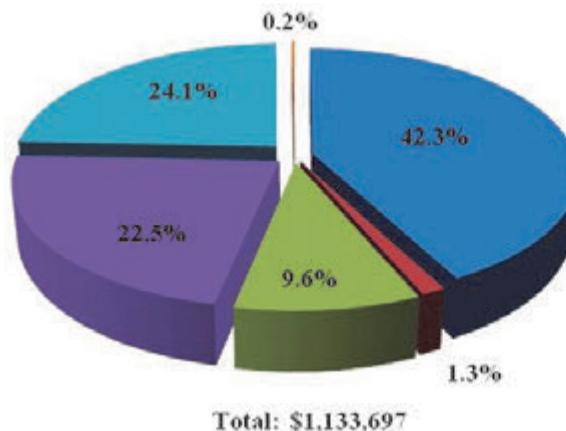
Storm water utility fees fund system planning and management. These fees are based on a single Equivalent Residential Unit called an ERU. One ERU corresponds to 3,064 square feet of impervious surface. Every residential lot in the City is considered to be one ERU. Commercial, industrial, and multi-family developments have multiple ERUs based on the impervious area of the site.



### 2012 REVENUE

■ General Collections: \$995,979

■ Grants: \$60,000



### 2012 EXPENSE

■ Capital: \$479,765

■ Contract Services: \$14,213

■ General Expenses: \$109,325

■ General Fund Transfers: \$254,608

■ Personnel: \$273,771

■ Supplies: \$2,015

*The purpose of the Storm Water Division is to properly convey storm water from structures in a manner consistent with the EPA's National Pollutant Discharge Elimination System (NPDES) standards.*





## DIVISION OVERVIEW

The Water Division is responsible for the operation and maintenance of the water distribution systems for the City. The division distributes quality water in a manner that is consistent with the Environmental Protection Agency (EPA) standards.

The City of Gahanna is a master meter city. This means that Gahanna purchases its water from the City of Columbus and utilizes the City of Columbus' water treatment system, which provides supply and purification services.

Gahanna is responsible for the construction and maintenance of its water lines. The division is also responsible for meter reading, meter setting, water line inspections, pump station maintenance, field spotting of underground water lines, catch basin cleaning, fire hydrant installation and maintenance, and response to emergency situations such as water line breaks.

## FACTS

To properly maintain approximately 175 miles of water lines, the division:

- Maintained over 13,000 water meters
- Cleaned 158,700 ft of water line through unidirectional fire hydrant flushing
- Replaced 23, repaired 23, and painted 214 fire hydrants
- Completed 2,214 service calls, 82 work orders, and 24 citizen requests
- Repaired 40 emergency water line breaks and installed 220 Permalog main line leak monitors (located 5 leaks through Permalogs)
- For a detailed list of activities performed by this division click here: 



## 2012 CAPITAL IMPROVEMENT HIGHLIGHTS:

Techcenter Commons Watermain, ST 976 (new construction)

Clotts Rd Pressure Reducing Valve, ST 985 (new construction)



# DON'T LET YOUR MONEY GO DOWN THE DRAIN!

## Diameter of Leak      Gallons

●	1/4"	1,181,500
●	3/16"	666,000
●	1/8"	296,000
●	1/16"	74,000

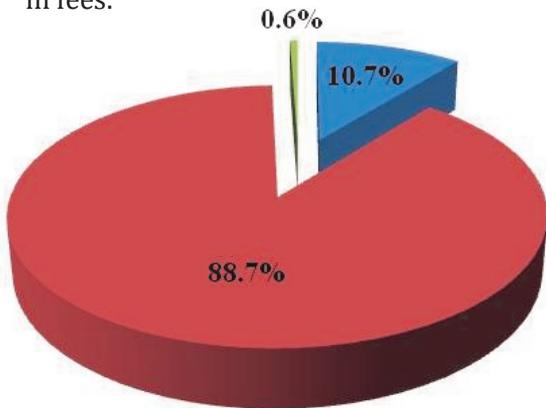


A continuous leak from a hole this size would, over a three month period, waste water in the amounts shown above.



## REVENUE AND EXPENSE

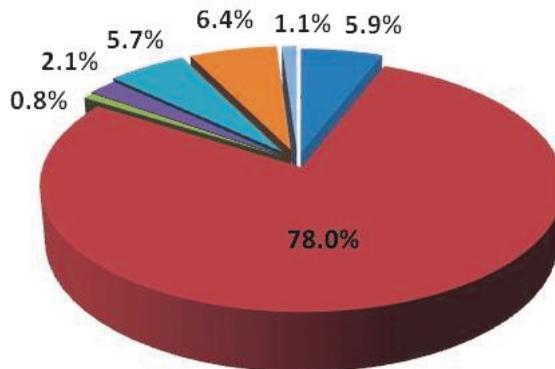
The Water Fund accounts for the activities associated with managing the City's water distribution system. Revenues are derived from user charges related to consumption and tap-in fees.



Total: \$6,750,647

## 2012 REVENUE

- Capital: \$723,841
- General Collections: \$5,988,895
- Other: \$37,911



Total: \$7,073,724

## 2012 EXPENSE

- Capital: \$419,295
- Columbus Water Purchase: \$5,518,891
- Contract Services: \$57,647
- General Expenses: \$148,617
- General Fund Transfers: \$403,715
- Personnel: \$449,646
- Supplies: \$75,913

*The purpose of the Water Division is to properly distribute quality water in a manner that is consistent with the Environmental Protection Agency (EPA) standards.*



## DIVISION OVERVIEW

The purpose of the Utility Billing division is to provide fair and accurate invoicing for water, sanitary sewer, storm water, refuse, recycling, and yard waste. The division handles the creation and collection of approximately 49,500 invoices annually in addition to providing customer service for issues related to utilities and refuse collection.

Water and sanitary sewage processing are purchased from the City of Columbus with billing to the residents of Gahanna processed through the Utility Billing Division. Residents are billed quarterly. Each month 1/3 of the city is billed. The billing software is first updated to reflect current rates. The meter reading data is then extracted from the Sensus MDM software, imported into the billing software, and verified for accuracy. Regular and delinquent bills are generated and final notices issued. After payments are processed for a quarter, a list of delinquent accounts is issued. Routine reports are generated periodically to track water use and financials.

The division acts as a liaison between the public and field staff for emergency repairs (water line breaks, sewer backups, boil alerts, pressure loss, etc). Inquiries and requests are also processed regarding billing, maintenance, inspections, water/sewer permits, installer licenses, refuse, recycling, yard waste, and household hazardous waste.

### ***Refuse Collection***

The City provides curbside collection by Rumpke, a contract hauler. Services provided by Rumpke include weekly separate refuse, recycling, and yard waste collections. The Utility Billing Division is the point of contact between the residents and Rumpke. During 2012 the division received 422 calls reporting incidents of missed trash, recycling, and yard waste pickups and other complaints. Given approximately 9,800 households that receive pickup service for a possible 29,400 stops per week or 1,528,000 stops per year, missed pickups only amount to 0.3%.

### ***Recycling***

Last year Rumpke collected 9,128.2 tons of landfill municipal solid waste from 9,843 households. Curbside recycling diverted 2,393 tons from the landfill representing 20.78% of collected solid waste. Gahanna is also part of the Solid Waste Authority of Central Ohio's (SWACO) "Smart Communities" recycling program. SWACO helps cities that recycle strengthen their communication and outreach programs.

### ***Yard Waste***

Rumpke collected 3,121 tons of yard waste during the year, which combined with recycling, creates a 37.67% diversion rate. Yard waste is taken to Kurtz Brothers Compost facility to be converted to mulch, soil conditioners, and organic fertilizers.



## FACTS

The Utility Billing Division maintains Records for each single-family dwelling and business within the City of Gahanna. The history of utility usage is accumulated for each account in addition to billing information.

The division processed approximately 41,743 utility bills (water/sanitary/storm/refuse). The division also:

- Processed 7,492 delinquent notices
- Processed 924 final bills
- Documented 2,777 service calls and 82 work orders
- Issued 8 new water connection permits and 28 new sewer connection permits.
- For a detailed list of activities performed by this division click here: 



## 2012 COLLECTION RATES



Gahanna Collection (tons)					
Year	Solid Waste	Recycling	Yard Waste	% Recycled (recycling + solid waste + recycling)	% Diverted (recycling + yard waste + solid waste + recycling + yard waste)
2005	10,775	2,842	3,104	20.9%	35.6%
2006	11,134	3,002	3,594	21.2%	37.2%
2007	10,524	2,754	3,229	20.7%	36.2%
2008	9,832	3,308	3,354	25.2%	40.4%
2009	9,652	2,652	3,278	21.6%	38.1%
2010	10,010	3,055	3,479	23.4%	39.5%
2011	9,168	2,591	3,266	22.0%	39.0%
2012	9,128	2,395	3,121	20.8%	37.7%

The purpose of the Utility Billing Division is to provide fair and accurate invoicing for water, sanitary sewer, storm water, refuse, recycling, and yard waste.



# DEPARTMENT OF PUBLIC SERVICE STAFF

## Administrative Division

Dottie Franey, Director  
Michael Andrako, Deputy Director  
Jeff Feltz, Water Resources Engineer  
Bryan Rhoads, Project Administrator (resigned 11/20/2012)  
Jean Bishop, Administrative Assistant (resigned 1/31/2012)  
Jennifer Hamilton, Administrative Assistant (transferred to dept 2/27/2012)  
Gina Sheppard, Secretary  
Connie McClish, Receptionist (retired 2/29/2012)  
Jeanie Hersey, Part Time Receptionist (hired 2/22/2012)  
Linda James, Part Time Receptionist (transferred to dept 2/22/2012)  
Jonathan Leonard, Water Resources Intern (resigned 6/8/2012)



## Engineering Division

Karl Wetherholt, City Engineer  
Jill Webb, Engineering Program Administrator

## Facilities Division

Everett Speeks, Facilities Maintenance Coordinator (retired 9/30/2012)  
Adam Grove, Facilities Maintenance Coordinator (hired 12/19/2012)



## Fleet Maintenance Division

Rick Creps, Superintendent  
Duane Larson, Automotive Mechanic Foreman  
Richard Darst, Automotive Mechanic  
Mike Martin, Automotive Mechanic  
Ralph Swartz, Automotive Mechanic

## Streets Division

Russ Sims, Superintendent  
Kevin Mumper, Streets Foreman  
Kevin Koehler, Equipment Operator  
Jessie Light, Equipment Operator (hired 9/4/2012)  
Jacob McKnight, Equipment Operator  
Brian Mulbarger, Equipment Operator (deceased 7/26/2012)  
Damien Palombaro, Equipment Operator  
Jeff Tedrick, Equipment Operator



## Sanitary Sewer, Storm Water, and Water Division

Russ Sims, Superintendent  
Matt Jones, Utility Operations Foreman  
Robert Alexander, Equipment Operator  
David Crawford, Equipment Operator  
Andy Flautt, Equipment Operator  
David Long, Equipment Operator  
Joe Blankenship, Water and Sewer Technician  
Jeremy Kemp, Water and Sewer Technician  
Jim Mason, Water and Sewer Technician

## Utility Billing Division

Cheryl Gawel, Utility Billing Specialist  
Donna Harper, Utility Billing Specialist  
Brenda Wilson, Utility Billing Specialist





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THE MISSION OF THE DEPARTMENT OF PUBLIC SERVICE IS TO CONTINUALLY STRIVE TO IMPROVE SERVICE TO RESIDENTS THROUGH OPEN, HONEST COMMUNICATION, TOP-NOTCH INFRASTRUCTURE, BUILDING AND EQUIPMENT MAINTENANCE, AND THE REFUSAL TO ALLOW THE DEPARTMENT TO SETTLE INTO COMPLACENCY.