

**NORTH RIDGEVILLE CITY COUNCIL
UTILITIES COMMITTEE MEETING MINUTES
COUNCIL CHAMBERS – 6:30 p.m.
TUESDAY, SEPTEMBER 4, 2018**

To Order:

Chairman Dennis Boose called the Utilities Committee meeting to order at 6:30 p.m.

Attendance:

Members present: Councilman Dennis Boose, Gregg Westover and Councilman Martin DeVries.

Also present: Mayor David Gillock, City Council President Kevin Corcoran, Councilman Bruce Abens, Utilities Director Jim Whitlock, President of Bramhall Engineering - Mike Bramhall, Councilwoman Michelle Hung, Assistant Clerk of Council Tara L. Peet, Auditor Jeff Wilcheck, Engineer Dan Rodriguez, Safety-Service Director Jeff Armbruster and Clerk of Council Nancy Linden.

Minutes:

Chairman Boose asked for any additions or corrections to the minutes of August 6, 2018. No discussion was offered. The minutes stand approved as submitted.

Discussion regarding T 90-2018:

Chairman Boose turned the meeting over to the Administration for presentation.

Safety-Service Director Armbruster asked Mr. Bramhall to present his findings.

Mike Bramhall, President of Bramhall Engineering, presented a PowerPoint presentation (**attached**) which he stated represented years of work.

Mr. Bramhall stated the storm water utility was made up of the MS4 Program, O&M, the Capital Improvement Program, master planning and system modeling and life cycle replacement.

He explained the level of service component ensuring emergency vehicles get to people's homes, provide relief for homes inundated with service flow water, address waterway maintenance and provide a master hydrologic and hydraulic model for entire City.

Mr. Bramhall stated the City has \$2 million in grant money from the Turnpike Mitigation and Mill Creek Grant funds and the cost will be spread through a five year period. He noted he planned to defer the life cycle replacement for five years.

Mr. Bramhall presented a cost of service pie chart and noted most of cost comes from the Service Department. He also presented a spreadsheet of current service equipment and projected needed equipment. Mr. Bramhall presented a spreadsheet breakdown of labor costs per employee.

Mr. Bramhall touched on the engineering administration and stated it has adequate staff in house for the first five years further adding the General Fund was carrying a lot of the costs. He noted that different operating funds will be created.

Mr. Bramhall discussed how they calculated ERU's on a residential and commercial basis. He noted that there will be a credit program for those that have storm water management systems to provide opportunities for the City to achieve a level of service goals. It will also provide incentives for commercial parcels to detain stormwater. He noted there will be an appeal process.

Mr. Bramhall stated the next steps are to adjust the rate model if needed, have Council approve legislation and apply credits to the top twenty commercial parcels such as the schools and then a trial billing cycle. Mr. Bramhall state the current utility billing system will work with a few tweaks.

Councilman DeVries asked what municipalities Mr. Bramhall has worked with.

Mr. Bramhall stated he worked with businesses within the City of Elyria.

Councilman DeVries asked how long that take from start to finish.

Mr. Bramhall stated they finished in 2015.

Chairman Boose thanked Mr. Bramhall for the presentation and all the work his firm had put in. He asked what the criteria was for identifying the top twenty commercial properties.

Mr. Bramhall stated it was kind of random but the larger impervious surfaces stood out and those with stormwater management in place.

Chairman Boose asked if a credit is applied will the credit be made up through the residential units taking the burden of the cost.

Mr. Bramhall stated they conservatively assumed everyone was eligible for a credit knowing that each parcel would not all be eligible. He stated after year one there would be an excess and the rate could be adjusted.

Chairman Boose asked if the commercial unit being charged in the same management of stormwater based on impervious surface as the residential unit.

Mr. Bramhall stated the costs were not be dumped on residents. He explained if a business receives a credit, it is because they have applied the correct stormwater management techniques.

Chairman Boose asked how he determined that the City had adequate staffing.

Mr. Bramhall stated per the criteria of the MS4 Program. They are anticipating two new hires in the Utilities Department be built in.

Chairman Boose asked in terms of the software through the billing program would anything else need acquired.

Mr. Bramhall stated the utilities database is in Excel format as is the County. It would be a matter of merging fields and integrating it into the GIS system.

Engineer Rodriguez felt Mr. Bramhall did an excellent job. He stated he provided all the answers that Chairman Boose asked for in advance of the meeting and further stated he will answer any other questions anyone may have.

Safety-Service Director Armbruster stated the spreadsheet shown is forecasted to 2028. He noted that Lou and Brian worked together to model this and the legislation will be put together to make sure it is correct.

Chairman Boose requested a copy of the PowerPoint for all of Council.

Councilman Abens stated that some of the newer developments have retention and detention ponds. HOA's pays to maintain them. The basins are very healthy in his development. He felt that charging the developments that manage stormwater isn't fair. Councilman Abens asked if there were any provisions for those that have rain barrels. He also stated it seemed as though a whole new department was going to be created in the City. He added the Engineer stated he could manage the program. Councilman Abens felt a new bureaucracy would be created if a new department was created and felt it was unnecessary.

Chairman Boose stated he received answers when he inquired who was qualified to do these things and it was stated the Engineering and Service Departments.

Mayor Gillock stated he had no idea where Councilman Abens came up with another department was going to be created. He stated the utility would be handled by the Engineering Department. He noted the goal was to manage it in house with one additional employee. It will be the Service Department that will actually get the work completed. He also stated that the Utilities Director, Jim Whitlock, was present and he will manage the billing system. He noted Utilities Director Whitlock could answer any billing question.

Mr. Bramhall stated detention ponds in some communities work well and some don't. He noted an HOA that has a detention pond will pay a little less and those without will pay a little more. He also stated that it would cost more money to implement a ten cent break but the numbers can be changed if Council so desired.

Engineer Rodriguez stated he felt HOA's are paying for ponds that slowly release the water, but then the water is put into a larger system that the City addresses. This is where the fee comes into play which would be outside of the HOA's.

Mr. Bramhall stated the Northeast Ohio Regional Storm District officers a credit for rain barrels.

Kim Stermole, 37872 Sugar Ridge Road: stated she lives on a residential street and there are no retention or detention basins. When she receives rain, it slowly drains in her backyard and is gone in half of a day. She asked why she should be charged when her yard handles the water. She stated she has over 1.5 acres where other residential homes have more concrete and little land. She noted that the homes on Lexington Way have homes on well over five acres. They should not be charged what she is being charged.

Mr. Bramhall stated a residential home is one ERU which is \$3.76 per month. The imperviousness of the land is the closest relationship to the club everyone is in. This has been the best method determined so far. Businesses pay the lion's share. He felt the residential parcels were being treated fairly under the current calculations.

Chairman Boose asked if there was an average businesses will pay.

Mr. Bramhall stated no. He noted the schools are over 300 ERU's.

Safety-Service Director Armbruster stated there are limits to the credits at fifty percent. There will be a limit to the schools credit.

Mr. Bramhall stated there is a twenty-five percent educational credit and up to fifty percent for providing detention.

Albert Krage, Sugar Ridge Road asked how the farmers and farm fields were calculated.

Mr. Bramhall stated the Administration suggested that agriculture parcels are not subject to the utility fee.

Chairman Boose asked if they would be charged for a parcel that contained their barn or home.

Mr. Bramhall stated yes.

Chairman Boose thanked Mr. Bramhall and everyone for their participation and questions. He stated no action will be taken this evening so the information presented can be reviewed.

Adjournment:

Chairman Boose adjourned the meeting at 7:19 p.m.

Date Approved: _____

Tara L. Peet, MMC
Assistant Clerk of Council

CITY OF NORTH RIDGEVILLE STORMWATER UTILITY

PROGRAM UPDATE &
DRAFT OF ADMINISTRATION RECCOMENDATIONS

SEPTEMBER 4, 2018

AGENDA

- STORMWATER UTILITY COMPONENTS
- LEVEL OF SERVICE, COST OF SERVICE, BASIS OF SERVICE FEE
- ROLE OF THE CREDIT PROGRAM
- DRAFT FINANCIAL RATE MODEL
- Q & A

STORMWATER UTILITY COMPONENTS

- MS₄ PROGRAM
- OPERATION & MAINTENANCE (O&M) OF SYSTEM
- CAPITAL IMPROVEMENT PROGRAM (CIP'S)
- MASTER PLANNING & SYSTEM MODELING
- LIFE CYCLE REPLACEMENT



02/28/2011 14:08

LEVEL OF SERVICE (LOS)

STANDARD OF ACCEPTABILITY FOR ALL NEW DEVELOPMENT

1. ROADWAYS SHALL BE PASSABLE BY EMERGENCY VEHICLES DURING FLOODSTAGE
2. REDUCE AND/OR ELIMINATE THE INUNDATION OF HOMES & BUSINESSES FROM FLOOD WATERS
3. WATERWAY MAINTENANCE ON A 5 YEAR CYCLE
4. MASTER HYDROLOGIC & HYDRAULIC MODEL FOR THE ENTIRE CITY OF NORTH RIDGEVILLE
5. PUBLIC EDUCATION PROGRAM FOR REDUCTION OF WATER BACK UP
6. WATERWAYS AND STREAMS THAT SUPPORT NATURAL WILDLIFE
7. FAIR & REASONABLE DEDICATED FUNDING FOR THE NEEDS OF THE STORM SYSTEM
8. OHIO EPA MS₄ COMPLIANCE

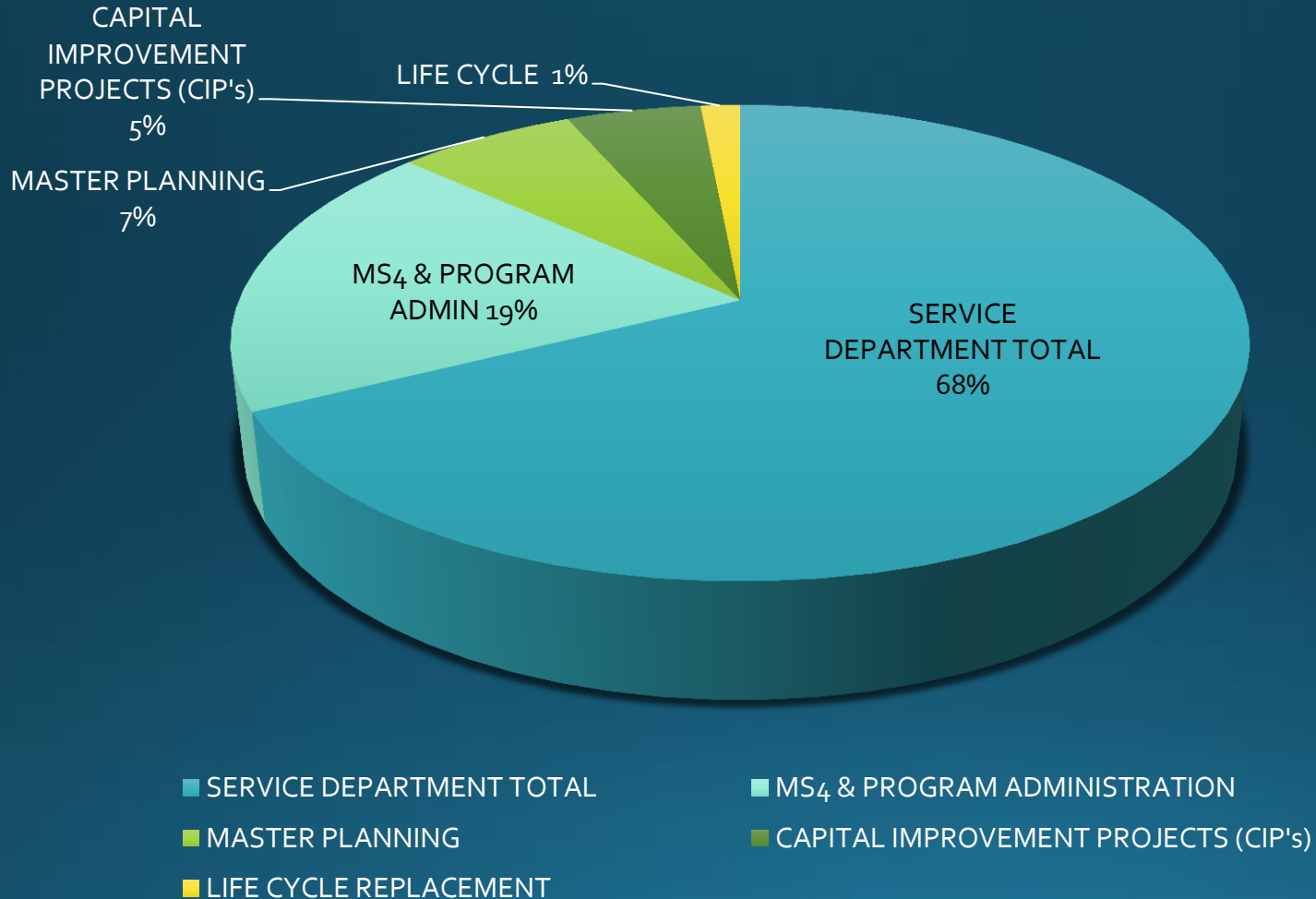
COST OF SERVICE (COS)

IS A FUNCTION OF THE LOS COMBINED WITH TIME TO IMPLEMENT

1. SERVICE DEPARTMENT
2. MS₄ & PROGRAM ADMINISTRATION
3. CAPITAL IMPROVEMENT PROGRAM
4. MASTER PLANNING
5. LIFE CYCLE REPLACEMENT

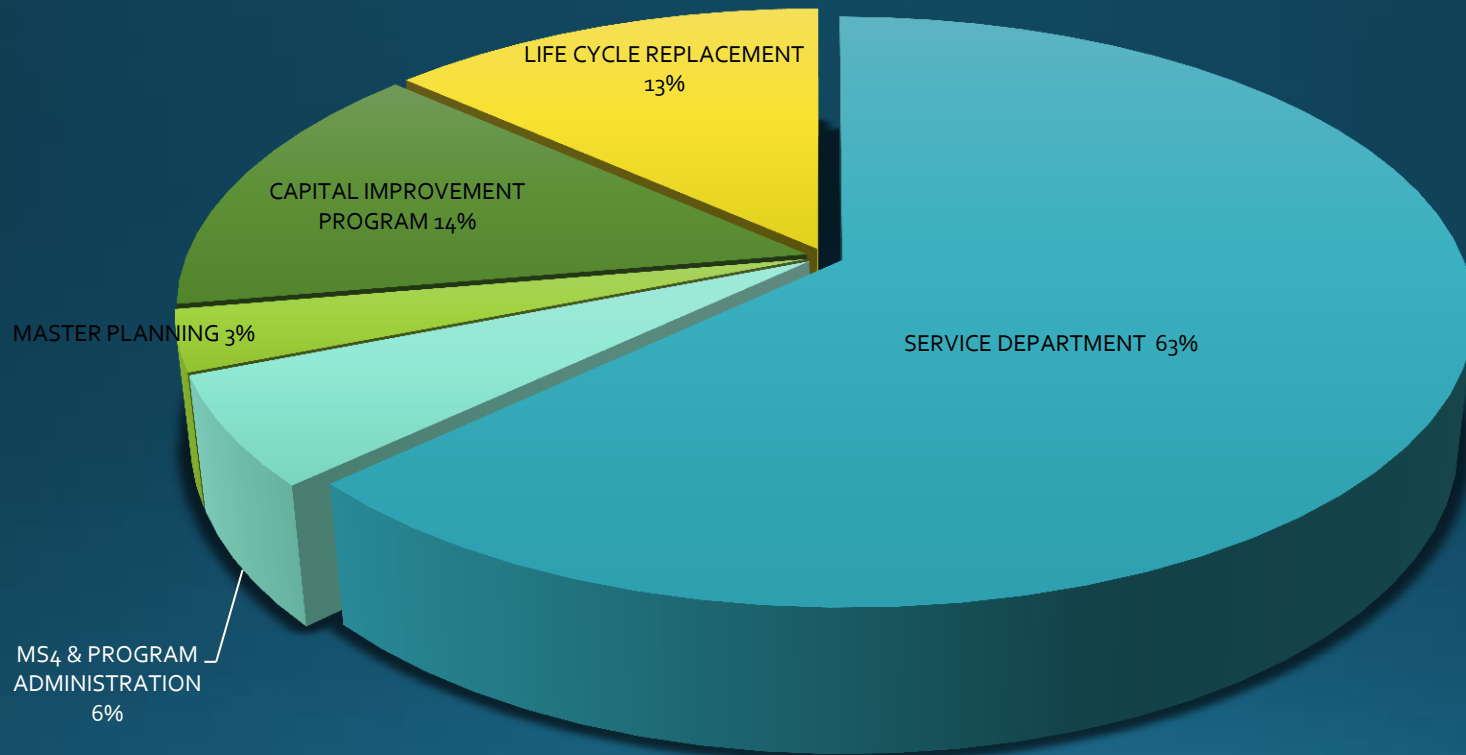
COST OF SERVICE

STORMWATER UTILITY PROGRAM YEARS 1-5



COST OF SERVICE

STORMWATER UTILITY YEARS 6-10



■ SERVICE DEPARTMENT TOTAL

■ MS4 & PROGRAM ADMINISTRATION

■ MASTER PLANNING

■ CAPITAL IMPROVEMENT PROJECTS (CIP's) ■ LIFE CYCLE REPLACEMENT



KOBELCO

KOBELCO

COS-SERVICE DEPARTMENT LABOR

EMPLOYEE LAST NAME	EMPLOYEE FIRST NAME	EMPLOYEE	Category	% Time Storm Water Utility Related	Hourly Rate to be used for COS*	Total Annual Cost of employee 100%	Annual Labor COS for SU Services
Roth	Bob	Bob Roth	FOREMEN	33.3%	31.93	\$66,422.72	\$22,118.77
Ford	Ray	Ray Ford	laborer	80.0%	21.15	\$43,992.00	\$35,193.60
Oliva	Anthony	Anthony Oliva	laborer	50.0%	21.15	\$43,992.00	\$21,996.00
<i>to be added</i>			<i>laborer</i>	<i>50.0%</i>	<i>21.15</i>	<i>\$43,992.00</i>	<i>\$21,996.00</i>
<i>to be added</i>			<i>laborer</i>	<i>50.0%</i>	<i>21.15</i>	<i>\$43,992.00</i>	<i>\$21,996.00</i>
Ralich	Brian	Brian Ralich	Light Equipment Operator	95.0%	29.83	\$62,046.40	\$58,944.08
Bender	Ken	Ken Bender	Light Equipment Operator	75.0%	23.09	\$48,027.20	\$36,020.40
Miller	Blaise	Blaise Miller	operators	95.0%	28.66	\$59,612.80	\$56,632.16
Riddell	Jim	Jim Riddell	operators	50.0%	23.09	\$48,027.20	\$24,013.60
Wensing	Sean	Sean Wensing	operators	25.0%	22.59	\$46,987.20	\$11,746.80
Kozel	Darlene	Darlene Kozel	SECRETARY	25.0%	21.16	\$44,012.80	\$11,003.20
Diederich	Mike	Mike Diederich	sr operators- vac truck	60.0%	22.15	\$46,072.00	\$27,643.20
Horn	Rod	Rod Horn	sr operators- vac truck	60.0%	22.65	\$47,112.00	\$28,267.20
Swindig	Al	Al Swindig	SUPERINTENDENT	25.0%	40.96	\$85,196.80	\$21,299.20
O'Grady	Brian	Brian O'Grady	wt/sr operators	10.0%	25.80	\$53,664.00	\$5,366.40
							Total Annual Labor Cost Full Year with 2 new hires
							<u>\$404,236.61</u>



MAR 1 2011

COS-ENGINEERING & ADMINISTRATION

Summary IA1				2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028		
Engineering Department & City Hall Administration	Annual Salary	% time on SU	Annual Budget 1st Full Year 2019	6months											Cola = Cost of Living Adjustment	
City Engineer	\$136,605	10.0%	\$ 13,661	\$ 6,830	\$ 13,661	\$ 14,118	\$ 14,591	\$ 15,080	\$ 15,585	\$ 16,107	\$ 16,647	\$ 17,204	\$ 17,781	\$ 18,376	3.35%	
Assistant City Engineer	\$113,691	10.0%	\$ 11,369	\$ 5,685	\$ 11,369	\$ 11,750	\$ 12,144	\$ 12,550	\$ 12,971	\$ 13,405	\$ 13,854	\$ 14,319	\$ 14,798	\$ 15,294		
Inspector	\$90,042	5.0%	\$ 4,502	\$ 2,251	\$ 4,502	\$ 4,653	\$ 4,809	\$ 4,970	\$ 5,136	\$ 5,308	\$ 5,486	\$ 5,670	\$ 5,860	\$ 6,056		
Mayor	\$152,837	0.0%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
SSD	\$148,961	0.0%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
IT	\$92,451	5.0%	\$ 4,623	\$ 2,311	\$ 4,623	\$ 4,777	\$ 4,937	\$ 5,103	\$ 5,274	\$ 5,450	\$ 5,633	\$ 5,822	\$ 6,017	\$ 6,218		
Law Director	\$90,707	5.0%	\$ 4,535	\$ 2,268	\$ 4,535	\$ 4,687	\$ 4,844	\$ 5,007	\$ 5,174	\$ 5,348	\$ 5,527	\$ 5,712	\$ 5,903	\$ 6,101		
Administration	\$90,368	5.0%	\$ 4,518	\$ 2,259	\$ 4,518	\$ 4,670	\$ 4,826	\$ 4,988	\$ 5,155	\$ 5,328	\$ 5,506	\$ 5,691	\$ 5,881	\$ 6,078		
Director of Public Utilities	\$92,451	5.0%	\$ 4,623	\$ 2,311	\$ 4,623	\$ 4,777	\$ 4,937	\$ 5,103	\$ 5,274	\$ 5,450	\$ 5,633	\$ 5,822	\$ 6,017	\$ 6,218		
			\$ 47,831	\$ 23,915	\$ 47,831	\$ 49,433	\$ 51,089	\$ 52,800	\$ 54,569	\$ 56,397	\$ 58,287	\$ 60,239	\$ 62,257	\$ 64,343		
Legal & Engineering Consulting for Program Roll Out & Rate Adjustments				\$ 25,000	\$ 25,000	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	
Master Stormwater Planning, CIP Identification & Preliminary Design + City's Grant Portion, GIS Storm mapping updates				\$ 30,000	\$ 35,000	\$ 65,000	\$ 45,000	\$ 40,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	
				\$ 55,000	\$ 60,000	\$ 67,500	\$ 47,500	\$ 42,500	\$ 37,500	\$ 37,500	\$ 37,500	\$ 37,500	\$ 37,500	\$ 37,500		
				\$ 78,915	\$ 107,831	\$ 116,933	\$ 98,589	\$ 95,300	\$ 92,069	\$ 93,897	\$ 95,787	\$ 97,739	\$ 99,757	\$ 101,843		
				2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028		
			Operating Fund Ending Balance	\$ 20,030	\$ 27,855	\$ 28,015	\$ 54,165	\$ 66,369	\$ 98,514	\$ 111,777	\$ 149,384	\$ 190,653	\$ 211,932	\$ 361,298		

COS-FINANCIAL SUMMARY

NORTH RIDGEVILLE STORMWATER UTILITY												
Appendix A: Financial Rate Summary												
FUND	ITEM	YEAR										
		2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
		<i>6 months</i>										
	Total Estimated Equivalent Residential Units (ERU's)	16,299	17,262	17,475	17,688	17,901	18,114	18,327	18,540	18,754	18,967	19,180
	Rate (\$/ERU)	\$ 3.76	\$ 3.88	\$ 4.01	\$ 4.14	\$ 4.28	\$ 4.42	\$ 4.57	\$ 4.72	\$ 4.88	\$ 5.04	\$ 5.20
	% ANNUAL FEE INCREASE *	-	3.30%	3.30%	3.30%	3.30%	3.30%	3.30%	3.30%	3.30%	3.30%	3.30%
XXX	Operating Fund Beginning Balance	\$0.00	\$20,030	\$27,855	\$28,015	\$54,165	\$66,369	\$98,514	\$111,777	\$149,384	\$190,653	\$211,932
	Fund XXX Revenues	<i>6 months</i>										
	User Charges	\$ 367,702	\$804,562	\$841,372	\$879,735	\$919,714	\$ 961,374	\$1,004,782	\$1,050,008	\$ 1,097,124	\$ 1,146,207	\$ 1,197,334
	Other Income											
	Interest Income on Fund XXX Balance											
	Fund XXX Revenue Total	\$ 367,702	\$804,562	\$841,372	\$879,735	\$919,714	\$ 961,374	\$1,004,782	\$1,050,008	\$ 1,097,124	\$ 1,146,207	\$ 1,197,334
	Fund x O&M Expenses (including debt service)	<i>6 months</i>										
	Service Department Equipment	\$ 42,698	\$154,670	\$176,500	\$143,222	\$145,972	\$ 145,972	\$ 145,984	\$ 149,009	\$ 149,009	\$ 149,009	\$ 152,337
	Service Department Labor	\$ 101,059	\$404,237	\$417,779	\$431,774	\$446,239	\$ 461,188	\$ 476,637	\$ 492,605	\$ 509,107	\$ 526,162	\$ 543,788
	Engineering Department & City Hall Administration	\$ 23,915	\$ 47,831	\$ 49,433	\$ 51,089	\$ 52,800	\$ 54,569	\$ 56,397	\$ 58,287	\$ 60,239	\$ 62,257	\$ 64,343
	Legal & Engineering Consulting for Program Roll Out & Rate Adjustments	\$ 25,000	\$ 25,000	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500
	Master Stormwater Planning, CIP Identification & Preliminary Design + City's Grant Portion, GIS Storm mapping updates	\$ 30,000	\$ 35,000	\$ 65,000	\$ 45,000	\$ 40,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000
	Capital Improvement Plan (CIP) Projects	\$ 125,000	\$125,000	\$125,000	\$175,000	\$200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 150,000	\$ 150,000	\$ 50,000
	Life Cycle Replacement	\$ -	\$ 5,000	\$ 5,000	\$ 5,000	\$ 20,000	\$ 30,000	\$ 75,000	\$ 75,000	\$ 150,000	\$ 200,000	\$ 200,000
	Fund x Expense Total	\$ 347,672	\$796,737	\$841,211	\$853,585	\$907,511	\$ 929,229	\$ 991,519	\$1,012,400	\$ 1,055,855	\$ 1,124,928	\$ 1,047,968
	Net Income (Deficit)	\$ 20,030	\$ 7,825	\$ 160	\$ 26,150	\$ 12,203	\$ 32,145	\$ 13,263	\$ 37,607	\$ 41,269	\$ 21,278	\$ 149,366
XXX	Operating Fund Ending Balance	\$ 20,030	\$ 27,855	\$ 28,015	\$ 54,165	\$ 66,369	\$ 98,514	\$ 111,777	\$ 149,384	\$ 190,653	\$ 211,932	\$ 361,298

BASIS OF SERVICE FEE

COST OF SERVICE / # ERU'S

CITY OF NORTH RIDGEVILLE ELECTED TO USE THE EQUIVALENT RESIDENTIAL UNIT (ERU) METHOD.

THE ERU WAS CALCUALTED BY GPD AS FOLLOWS:

North Ridgeville ERU Development

July 2016



GPD GROUP®

Glaus, Pyle, Schomer, Burns & DeHaven, Inc.

ERU Analysis

- Data Sources

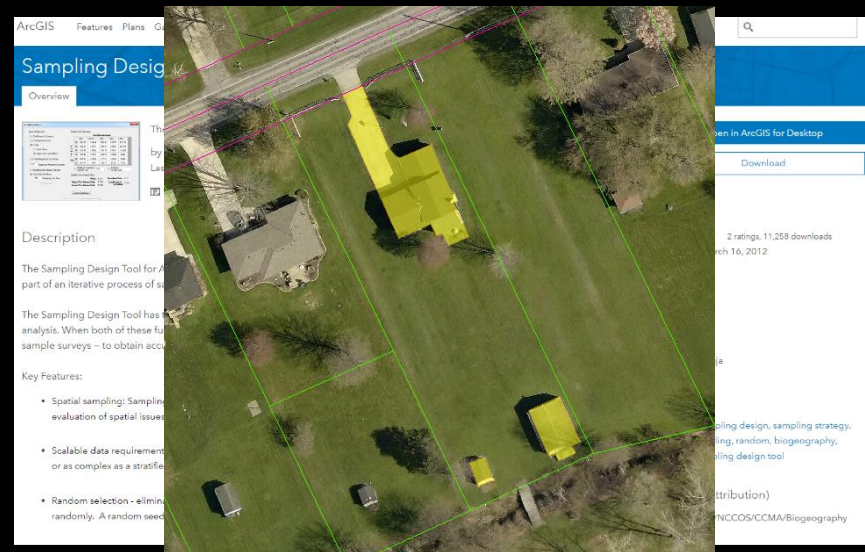
- North Ridgeville parcel data (subset of Lorain County GIS parcel data)
- North Ridgeville ROW polygon layer (subset of Lorain County GIS ROW data)
- Lorain County Auditor class code information
- 2015 Lorain County Aerial Imagery
- Supplemental Imagery (ESRI, Bing, Google, Google Street View)

Lorain County Class Codes (LUC)

- 100 Series - Agricultural
- 200 Series - Mineral/Natural Resource
- 300 Series - Industrial
- 400 Series - Commercial
- 500 Series - Residential
- 600 Series - Tax Exempt
- 700 Series - Tax Abatements
- 800 Series - Railroads

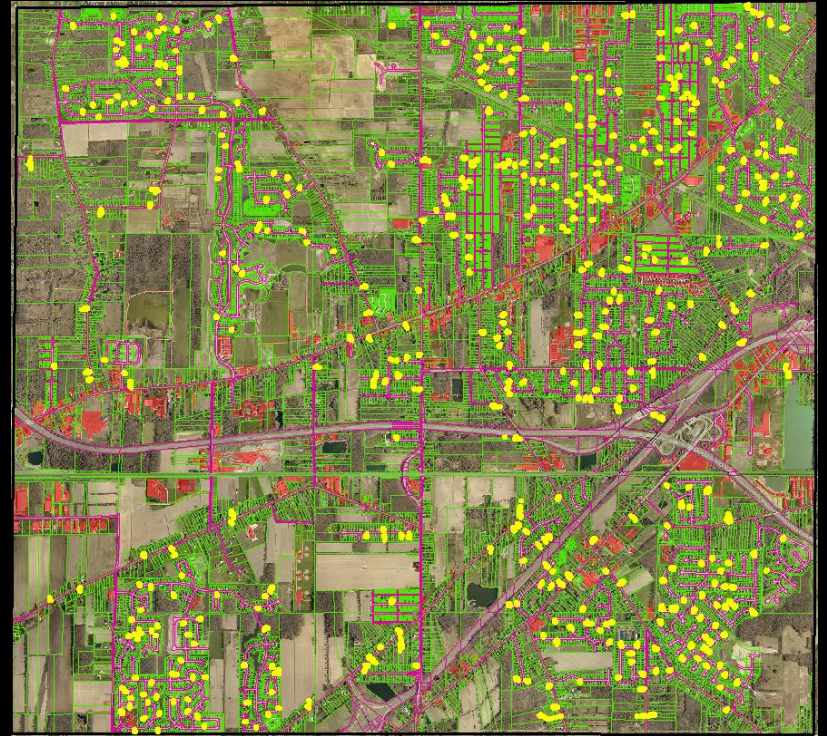
Residential Properties

- Process
 - Filter parcel dataset for 510 – 511 class codes (Single Family Residential) 11,227 parcels
 - Use ArcGIS Sampling Design Tool to randomly select 500 parcels
 - Digitize randomly selected parcels and calculate IA



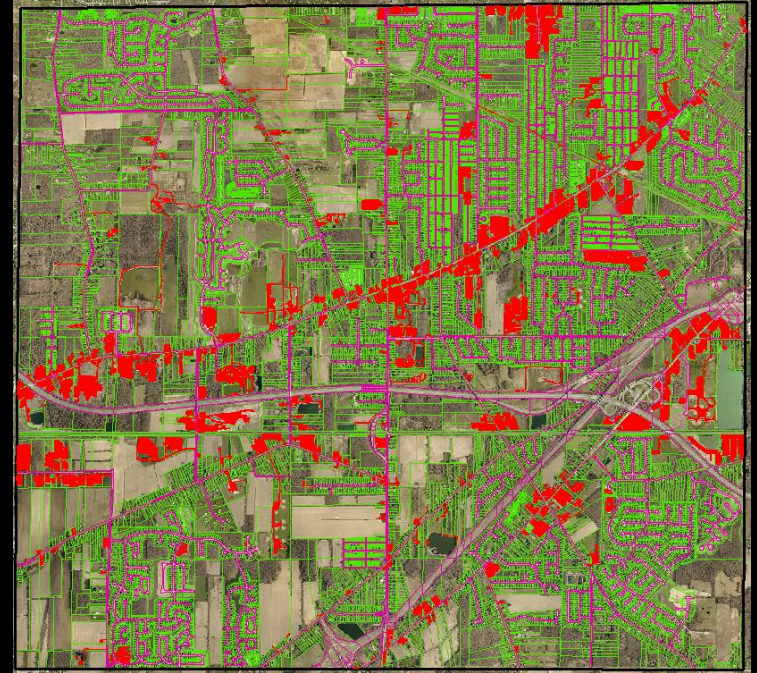
Residential Properties

- Results
 - 500 parcels digitized
 - Average IA per parcel = 3819.72 ft²



Commercial Properties

- Process
 - Filter parcel dataset, remove 500 series class codes (Single Family Residential) and vacant class codes
 - Digitize parcels and calculate IA
 - Review commercial/industrial vacant parcels and digitize any visible IA
 - Maintain spreadsheet of parcel IDs containing anomalies for further investigation



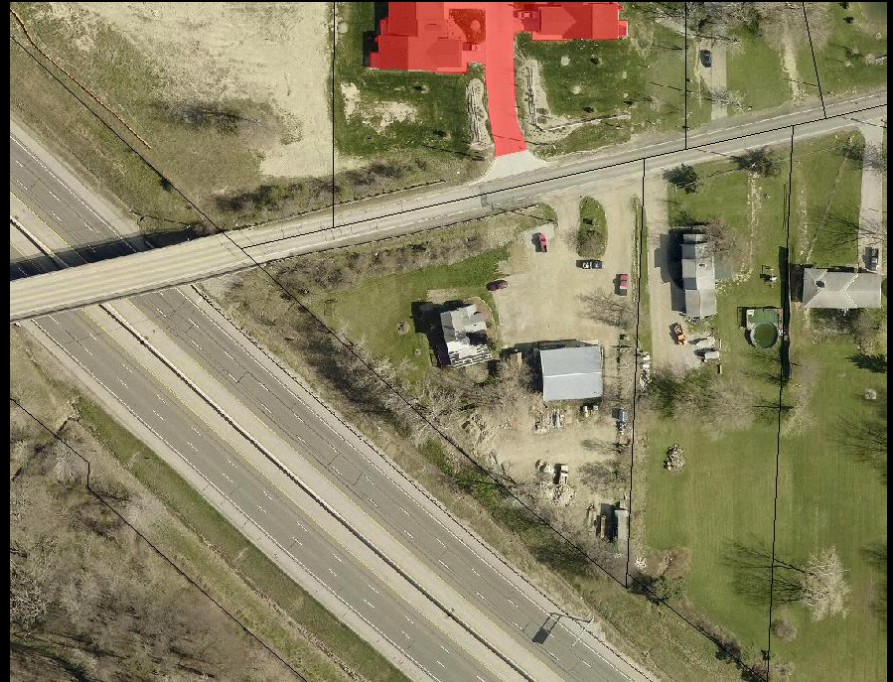
Commercial Properties

- Results
 - Over 500 parcels digitized
 - Commercial IA = 28,356,219 ft²



Land Use Codes

- Parcel listed as 510 (Single Family Dwelling)
- Appears to be a business



Billing Considerations

- Houses span several properties
 - How will they be billed?
- Consolidated Retail/Commercial
 - Shopping areas/strip malls



ERU Analysis Summary

- Average IA per residential parcel is approximately 3820 ft² (1 ERU)
- There are approximately 11,250 residential properties
- Total commercial IA is approximately 28,356,219 ft²
- There are an estimated 18,675 total ERUs within North Ridgeville

ROLE OF THE CREDIT PROGRAM

GOALS OF THE CREDIT PROGRAM INCLUDE;

1. *PROVIDE COMMERCIAL** PARCELS THAT HAVE PROPER STORMWATER MANAGEMENT SYSTEMS WITH AN OPPORTUNITY TO REDUCE THEIR USER FEE
2. PROVIDE OPPORTUNITIES FOR THE CITY OF NORTH RIDGEVILLE TO ACHIEVE LEVEL OF SERVICE GOALS
3. PROVIDE AN INCENTIVE FOR COMMERCIAL PARCELS TO DETAIN STORMWATER & REDUCE PEAK RUNOFF RATE
4. PROVIDE AN OPPORTUNITY FOR STORM FEE RATE PAYERS TO OBJECT TO THEIR STORM USER FEE

REMAINING STEPS

- FOLLOW UP WITH ANSWERS TO ANY QUESTIONS NOT ANSWERED TONIGHT AND/OR PROVIDE REQUESTED DATA
- MAKE ANY NECESSARY ADJUSTMENTS TO RATE MODEL, LEGISLATIONS, BASED UPON ANY COUNCIL DIRECTIVES
- FINALIZE REPORTING FOR LEGISLATIVE APPROVAL
- UPON LEGISLATIVE APPROVAL, APPLY THE APPROVED CREDIT BASIS TO TOP 20 COMMERCIAL PARCELS & SCHOOLS
- BEGIN BILLING DATABASE COORDINATION
- PERFORM TRIAL BILLING RUN

QA

The image features the letters 'Q' and 'A' in a bold, 3D, teal-green font. A small, blue, 3D question mark is positioned between the two letters. The letters and the question mark are set on a light-colored, reflective surface that creates a clear reflection of the objects below. The background is a bright blue gradient with a soft, circular white glow behind the letters.