

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE



**2018
Annual
Report**



Message from Our Director

In America's Opportunity City, the Department of Public Service fully appreciates that the work we do touches the lives of Columbus residents — and those who work and visit our capital city — every day.

Whether it's designing and building new roadways to improve transportation and traffic flow, or resurfacing streets in the summer and plowing them in winter. We build new sidewalks, add crosswalks and modernize traffic signalization to enhance safety. We fight illegal dumping in our neighborhoods and implement the latest technology to meter parking payment and enforcement.

The Department of Public Service continually explores opportunities to bring peak efficiencies to all these critical services and deliver the most bang for the city's capital investments. We tackle infrastructure issues and look ahead, planning and preparing for new mobility options and ways to connect people to opportunity. We embrace the economic development impact that springs from smart infrastructure planning and implementation.

The department focuses every day on accomplishing service delivery that responds to our residents' needs. We know these core services help strengthen our neighborhoods and enhance quality of life in Columbus.

I am excited to share many of the 2018 highlights from each of our Public Service divisions. These accomplishments were made possible by our team of nearly 800 dedicated employees who genuinely practice the department's namesake: Public Service.

We look forward to continuing to add to these accomplishments in service to you.

Jennifer Gallagher, P.E.
Director

Message from Our Mayor

As we continued to make investments in our neighborhoods in 2018, the Department of Public Service played a critical role in managing our capital projects and core city services that impact the well-being of all our residents.

Last year, the department managed record funding to resurface city streets, continued to modernize city traffic signals and identified greater efficiencies in trash collection. Design work began on sidewalk projects and construction was completed on others to enhance safety and access — many in support of CelebrateOne and neighborhood schools.

Public Service led the way in 2018 to develop regulations for the arrival of new dockless scooters in our city. And the department has been a valued partner in my initiative launched in 2018 to rid our neighborhoods of illegal dumping. The Division of Refuse Collection has committed resources to aggressively combat this problem and is already making notable progress.

I am incredibly proud of the high quality services the department provides. Together we are improving the quality of life for all our residents.

Andrew J. Ginther
Mayor



Director's Office

To support the five divisions of Public Service, the Director's Office provides Human Resources services, using best practices for hiring, training and retaining committed employees. The Office of Support Services manages the department's operating and capital budgets, grant funding and construction contracts process.

Human Resources

Notably in 2018, Human Resources continued its Diversity and Inclusion efforts, focused on attracting female employees in job classifications where women are scarce. The result: Public Service increased female engineer employees to 11 in 2018 — more than double the 2016 count.

Other 2018 HR highlights for Diversity and Inclusion activities included:

- Joining the National Association of Women in Construction and becoming active in The
- Ohio State University's Women in Construction events
- Increasing the department's profile and participation in career fairs
- Participating in the 2018 Multicultural Leadership Roundtable through the Ohio Diversity Council
- Hosting Engineer for a Day for Columbus City Schools students, pairing each with a city engineer for a first-hand look at the city's variety of engineering career opportunities
- Hiring nine student summer interns in a partnership with Columbus City Schools' STEM program

Human Resources also accomplished these workplace safety highlights in 2018:

- Experienced an 11.3% decrease in injury leave cost, **our lowest level ever**
- Completed a second year of no "stick" injuries for department staff who clean up and dispose of needles found while working on city streets, alleys and right of ways
- Performed 200+ safety checks and audits for compliance in our workplaces
- Added an Occupational Health and Safety Officer

Office of Support Services

In 2018, the Office of Support Services managed the Department of Public Service annual operating budget of more than \$118 million and capital budget of nearly \$164 million for job-creating infrastructure projects.

Other 2018 Highlights

The Department of Public Service updated significant standards in 2018:

- Published the 2018 Construction and Material Specifications for the City of Columbus. Public Service collaborated with the departments of Public Utilities and Recreation and Parks, consultants, contractors and other City staff to complete this extensive update
- Enhanced local standards for the Americans with Disabilities Act to continue to improve accessibility and provide clarity on a framework for Pedestrian Access Routes within the city right of way

DOUBLED
the number of
female engineer
employees since
2016



DECREASED
injury leave cost by
11.3%



ENHANCED
local ADA standards
to improve
accessibility



MANAGED
\$118 million
operating budget

**\$164 million
capital budget**



Division of Design & Construction

The Division of Design and Construction administers, designs and constructs roadway projects on Columbus city streets.

The division's skilled engineers and planners focus on designing and constructing roadways that improve capacity and traffic flow while enhancing safety for motorists, pedestrians and bicyclists. These projects may incorporate upgrades like traffic signals, street lights, sidewalks, shared-use paths, underground utilities relocation and storm sewer improvements.

2018 Construction Project Highlights

- \$36.1 million in city street resurfacing — ***the department's largest-ever annual allocation***
- Phase 2 of the High Street Streetscape, between West Poplar Avenue and West Starr Avenue in the Short North
- Reconstruction of Hague Avenue between Broad Street and Sullivant Avenue, with new curbs and bump-outs, sidewalks and upgraded sewer and water lines
- Reconstruction of Fairwood Avenue between Watkins Road and Koebel Avenue, with sidewalks and ADA curb ramps and storm sewers added
- Creative Campus Phase 1 roadway, sidewalk and streetscape improvements along Gay Street and Cleveland Avenue near Columbus College of Art & Design, Columbus State Community College and the Columbus Museum of Art
- Parsons Avenue streetscape improvements, with reconfigured traffic lanes and street repaving between Livingston Avenue and Hosack Street
- Sidewalk construction along Parsons Avenue, covering two miles from Dering Avenue to near Obetz Road
- New sidewalk construction on Fairwood Avenue between Watkins Road and Wayland Drive

2018 Design Project Highlights

- State Route 315 and West North Broadway/Olentangy River Road interchange redesign, with construction now underway
- Lazelle Road reconstruction and widening between High Street and Worthington-Galena Road, to include replacing two railroad bridges and adding sidewalk and a shared-use path
- Polaris Parkway widening between I-71 and Olde Worthington Road, with a roundabout at Orion Place and Olde Worthington Road, replacement and new sidewalk and a new shared-use path
- Creative Campus Phase 2 roadway, sidewalk and streetscape improvements along Cleveland and Washington avenues and Ninth Street between Long and Broad streets
- West Broad Street Streetscape in the Hilltop, between Wilson Road and Terrace Avenue
- Operation Safewalk sidewalk projects around schools in the Eastland, Hilltop and Near South neighborhoods
- Pedestrian safety improvements along Refugee Road between Hamilton Road and Winchester Pike, with sidewalk on one side and a shared-use path on the other
- Sidewalks along McGuffey Road and Duxberry Avenue, with Safe Routes to School funding for construction

Learn more about planned, ongoing and completed Design and Construction projects at <https://www.columbus.gov/publicservice/Design-and-Construction/>

LARGEST EVER
allocation for
resurfacing

\$36.1 million

RESURFACED
128 lane miles on
160 streets



CONSTRUCTED
55,655 linear feet of
sidewalk



INSTALLED
1,066 ADA
compliant curb
ramps



Division of Infrastructure Management

The Division of Infrastructure Management plans for and maintains the city's public right-of-way infrastructure. This includes planning for capital improvements and managing bridge and pavement programs, right-of-way permits and GIS/applications. Additionally, the division provides vital services such as snow and ice control, pothole repair, street sweeping and roadside mowing.

In 2018, the division developed and implemented a shared mobility device program to address **the sudden arrival of e-scooters in Columbus** — providing rules and regulations for vendors and users within the city right of way.

The division also managed preliminary engineering of the Clintonville Neighborhood Bikeways project — the city's inaugural project to designate low-stress neighborhood bike routes.

2018 Highlights

- Enhanced the Snow and Ice Control Plan for servicing city roadways during winter weather events
- Enhanced and added more Snow Warrior training to the Snow and Ice Control program
- Designed and implemented the Hilltop sidewalks gap project
- Developed a 20-year city bridge maintenance plan
- Consolidated the roadway drainage and curb maintenance programs with the pavement management program for streamlined maintenance operations
- Assisted with the development of small cell tower rules and regulations and the permit process

2018 by the Numbers

- Maintained more than 6,400 roadway lane miles and 200 bridges
- Completed 165 alley surface treatment projects
- Completed 106 general repair pavement projects totaling 77,000+ square feet
- Collected 200+ tons of roadside debris
- Completed 5 projects to fill gaps connecting existing sidewalk
- Managed 18 snow and ice control events

MAINTAINED

6,400+ lane miles of roadway



MANAGED

18 snow and ice control events



COMPLETED

5 sidewalk gap projects, adding 275+ linear feet of new sidewalk



COLLECTED

200+ tons of roadside debris



Division of Traffic Management

The Division of Traffic Management focuses on traffic engineering and the use of tools such as traffic signals, signage and data analysis to enhance flow and safety.

In 2018, design and construction continued on more phases of the Columbus Traffic Signal System. Built on a new fiber optic network, the system is delivering technology efficiencies for better communication and coordination among traffic signals. As the backbone of Smart Columbus, this network provides for future uses such as connected vehicle technology.

The division also launched a comprehensive approach to neighborhood traffic calming. The **Slow Streets study** initially focuses on the Linden and Hilltop neighborhoods due to the high volume of residents' traffic calming requests. Analysis of data collected will help develop optimal traffic calming solutions.

LAUNCHED
a comprehensive
study for
neighborhood
traffic calming



2018 Highlights

- Was awarded \$2 million from the Ohio Department of Transportation for the Cleveland Avenue Pedestrian Safety project, to provide seven pedestrian crosswalks between 5th Avenue and the Northern Lights library branch at Lehner Avenue. Rapid flashing beacons or pedestrian hybrid beacons to alert motorists to pedestrians are planned
- Played a vital role in the Short North Parking Plan's implementation by installing 2,000 parking and ParkColumbus app signs in the district
- Installed signage and pavement markings to identify streets in the new Clintonville Neighborhood Bikeways network

WAS AWARDED
\$2 million for the
Cleveland Avenue
Pedestrian Safety
Project



2018 by the Numbers

- Fabricated 8,483 traffic and street signs
- Installed 5,437 street name signs
- Completed 452 pavement marking work orders, including crosswalks and pavement striping
- Completed 11,000 traffic signal timing changes

INSTALLED
5,437 street name
signs



PRODUCED
8,483 traffic and
street signs



Division of Refuse Collection

The Division of Refuse Collection picks up trash from nearly 343,000 households each week, in addition to biweekly recycling and yard waste collection and scheduled bulk pickup services.

To continue to enhance efficiencies, the division finalized implementation of Routesmart in 2018, rebalancing all collection routes to economize on the number of stops and miles traveled by refuse trucks. Routesmart may save the division more than \$4.1 million in equipment and personnel costs.

Without increasing staffing, for example, the division added nine refuse drivers in 2018 to assist with Mayor Andrew J. Ginther's initiative to clean up illegal dumping in Columbus neighborhoods. The division has taken the lead on the Mayor's ***Clean Neighborhoods initiative***.

Our solid waste inspectors investigated 662 reports of illegal dumping in 2018, along with 5,496 refuse code violations. Twenty cases were taken to Franklin County Environmental Court.

Clean Neighborhoods Highlights

- Added 28 more covert cameras, for a total of 50, to spot illegal dumping
- Rotated covert cameras at more than 400 locations
- Worked with Columbus police officers to assist with reviewing video footage
- Cross-trained solid waste inspectors with Department of Development code enforcement officers to expedite investigations

2018 by the Numbers

- 318,521 tons of municipal waste was disposed
- 22,756 tons of bulk items were collected
- 31,889 tons of residential recyclable materials were collected
- 23,707 tons of yard waste was collected

Keep Columbus Beautiful

Keep Columbus Beautiful promotes public education and volunteer service to clean up litter, promote recycling and beautify our city. The program, affiliated with Keep America Beautiful, works with Columbus neighborhood and community groups, businesses and schools on cleanup and beautification projects.

In 2018, Keep Columbus Beautiful accomplished:

- 369 litter cleanups by 7,298 volunteers
- 19,398 cleanup volunteer hours
- 247,905 pounds of debris collected — nearly 124 tons
- 15 beautification projects by 348 volunteers
- 1,066 beautification volunteer hours

INVESTIGATED

662 reports of illegal dumping and 5,496 refuse code violations



COLLECTED

318,521 tons of municipal waste



ADDED

28 more covert cameras to help spot illegal dumping



IDENTIFIED

\$4.1 million in potential Routesmart savings



Division of Parking Services

The Division Parking Services administers, enforces, operates, and manages public parking in the city of Columbus. It also sets policy.

In its first full year as a separate division, Parking Services managed several strategic initiatives toward developing a comprehensive approach to street parking in Columbus that balances residents' needs with economic development opportunities.

With input from residents, businesses and community groups, the comprehensive Short North Parking Plan was completed and the groundwork laid for January 2019 implementation. Parking Services also collaborated with neighborhood groups around Nationwide Children's Hospital to create a parking permit program prioritizing access for residential parking.

In 2018, the division added new technology — and convenience — to city meter parking. The ParkColumbus app launch offers the option to pay by cell phone at 600 Short North meters. The City plans to add mobile payment to all 4,500 parking meters and kiosks starting in late 2019.

2018 Highlights

- Studying parking demand and access in downtown Columbus, German Village, Franklinton and the Brewery and University districts, with findings due in mid-2019
- Implemented a new online permit application system for designated neighborhoods
- Implemented License Plate Recognition (LPR) technology for more efficient enforcement of parking regulations
- Installed new Multi-Space Pay Kiosks around Nationwide Boulevard, featuring pay-by-license plate technology
- Implemented City Code changes for more efficient enforcement of cleaning up abandoned vehicles in neighborhoods
- Updated the Columbus parking code to improve access and safety
- Revised the City's car-sharing program and added vendor Zipcar to increase mobility options for residents, businesses and visitors

2018 by the Numbers

- Maintained 4,500+ parking meters
- Provided 5,000+ parking permits
- Installed 54 residential Americans with Disabilities Act parking spaces
- Managed 119 loading and 31 valet zones

LAUNCHED
the ParkColumbus App to allow a mobile payment option for all 600 Short North parking meters

IMPLEMENTED
the Children's Hospital and Short North parking plans

PARKING
BY
PERMIT
ONLY

UPDATED
the Columbus parking code to improve access and safety



MAINTAINED
over 4,500 parking meters





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