



THE CITY OF  
**COLUMBUS**

ANDREW J. GINTHER, MAYOR

---

DEPARTMENT OF  
PUBLIC SERVICE



BUILDING  
SOMETHING  
**BETTER**

for Mobility, Safety, Quality of Life

# THE DEPARTMENT OF PUBLIC SERVICE CREATES COMMUNITY IMPACT

*Delivering unparalleled public services that enhance mobility, safety, and quality of life.*



## REFUSE COLLECTION

*Collecting residential recycling, yard waste and bulk pickup*

**Fighting illegal dumping in city alleys and right of way**

**Investigating possible refuse code violations**

**Promoting litter cleanup and prevention**



## DESIGN AND CONSTRUCTION

*Designing and building city roadway infrastructure projects*

**Improving capacity, traffic flow and safety**

**Adding improvements like traffic signals, street lights, sidewalks, shared-use paths**

**Resurfacing streets**



## PARKING SERVICES

*Operating, managing and enforcing the city's public parking*

**Developing and implementing strategic neighborhood parking plans**

**Maintaining parking meters and issuing parking permits**

**Implementing parking technology to enhance access and mobility**



## INFRASTRUCTURE MANAGEMENT

*Planning and maintaining public right-of-way infrastructure*

**Managing bridge and pavement maintenance**

**Treating streets for snow and ice control**

**Patching potholes, sweeping streets and mowing right of way**



## TRAFFIC MANAGEMENT

*Managing the city's complex traffic and pedestrian safety concerns*

**Performing traffic and pedestrian safety studies**

**Inspecting, upgrading and installing traffic signals and school flashing beacons**

**Installing and refreshing traffic and street signs and pavement markings**

The Department of Public Service includes five divisions providing core city services Columbus residents count on every day. These services strengthen the city's neighborhoods and address their unique needs for the well-being of residents.

## A MESSAGE FROM MAYOR GINTHER



The core services delivered by the Department of Public Service support the backbone of Columbus, and are key to our community's quality of life and economic vitality.

Building and taking care of city roads and sidewalks. Picking up trash and fighting illegal dumping in our neighborhood alleyways. Planning for and enhancing safe mobility options for all. Modernizing parking and use of the city curb lane to ensure equitable access for all users.

These and other essential services strengthen our neighborhoods and build community pride. Each day the department is focused on improving this service delivery through innovation and operational efficiencies.

Public Service also plays a key role in planning for our city's future — for a safe transportation network and mobility options that will serve the tremendous growth projected for Columbus and Central Ohio in the coming years.

Mobility is the great equalizer, to foster health, safety and equity in our community. Director Gallagher and her Public Service team are advancing this through their mission and essential services delivery. I am proud of all they do for Columbus residents!

---

## A MESSAGE FROM DIRECTOR GALLAGHER



The Department of Public Service delivers core city services and infrastructure projects to help strengthen our neighborhoods. Our work impacts Columbus residents as they go about their lives every day. The department and our five divisions are resolutely guided

by our mission: to deliver unparalleled public services that enhance mobility, safety and quality of life in Columbus.

The breadth of services we provide is wide, and the impact on our neighborhoods and residents is great. We understand that you rely on a safe and efficient transportation system with sidewalks, bike lanes, and properly maintained roadways. We know that traffic signals, crosswalks and intersection improvements are important to your safety and well-being. So are clean

neighborhoods and reliable trash collection. And, as our city continues tremendous growth, we know the value of strategically planning for and managing equitable, accessible public parking and mobility options.

Public Service is proud to deliver these services, among others, to neighborhoods all around Columbus — and to work with our residents, local and state transportation partners, and other collaborators to positively impact life in our city and strategically plan for the future.

One example is the start of the Northwest Corridor Mobility Study in late 2019. This exciting, collaborative effort will determine how key transit corridors will help manage congestion as the city grows and provide sustainable, equitable access to jobs and housing.

From an operational impact, the department is committed to identifying greater efficiencies and smarter approaches. Improvements translate into better service delivery and public responsiveness.

In 2019, the department accomplished many projects and initiatives, big and small, to invest in and strengthen our neighborhoods. I'm eager to share the variety of ways our divisions served the public and positively impacted everyday life in our great city.

**The Communications Office responded to 200+ questions from residents and 250+ media inquiries, and attended dozens of area commission and community meetings**

**Public Service managed a 2019 capital budget of nearly \$161 million for job-creating city infrastructure projects**



**The Public Service Safety Team's efforts resulted in a 7% drop in recordable incidents in 2019**

## THE DIRECTOR'S OFFICE

To support the five divisions of the Department of Public Service, the Director's Office includes the Office of Support Services, Human Resources and the Communications Office.

**The work of these offices is instrumental in managing the departments' budgets, securing grant and other funding sources for important infrastructure projects, recruiting and hiring skilled, hard-working staff, and interacting regularly with residents, neighborhood groups and the media.**

### MAKING A POSITIVE IMPACT IN 2019

Support Services managed the department's annual operating budget of more than \$118.8 million and capital budget of almost \$161 million.

For infrastructure project funding, Support Services completed 55 Ohio Public Works Commission grant/loan disbursement requests totaling \$5.1 million, and 179 Ohio Department of Transportation grant disbursement requests totaling \$29.6 million.

Support Services facilitated 381 pieces of Public Service-related pieces of legislation considered by Columbus City Council.

Through participation in many Diversity and Inclusion events, Human Resources continued its efforts to attract female employees in job classifications where women are under-represented.

In a unique approach, HR explored a potential partnership with the Ohio Reformatory for Women in Marysville to hire graduates of its vocational training program post release.

HR created and began delivering Equal Employment Opportunity/No Harassment/No Discrimination to all 725+ department employees.



## PUBLIC SERVICE EMPLOYEES TAP THEIR CREATIVITY FOR USEFUL PROBLEM-SOLVING

The spirit of innovation among department employees often results in advancements that allow us to better serve the public and perform our work smarter, safer and more efficiently. These are three examples of how our staff used their talents to find a better way.

An upgrade from paper forms to an electronic system to manage the Division of Traffic Management's inspections of city traffic signals has created important safety and efficiency improvements that assist all division staff involved in the program.

**When Kim Baillieul joined Traffic Management as a GIS analyst, she used an ArcGIS tool to translate the paper inspection form used by the city traffic shop inspectors to a pair of surveys for the signal maintenance staff and electronics staff. These surveys included intersection photos and a more standardized rating form. This update was a team effort that included division signal engineers and traffic maintenance employees Matt McGaughey, Mark Stephenoff, Jodi Stefanik, Ron Brinley and Jon Martens.**

Additionally, field staff completing the surveys generated data enabling engineers to make informed decisions about refurbishing or replacing signals. Kim also created a specialized dashboard for select groups involved in the inspection process to see where signal checks have been completed and condition ratings.

The new inspection procedure allows Traffic Management to complete more, and better quality, inspections as it checks every traffic signal citywide on a regular schedule. Any safety and operational issues detected are then addressed by the division's engineering and maintenance staff.

**In an innovative effort to improve employee safety, Barry Reeves and Paul Barrows put their fabrication know-how to work to improve safety on the back of a Flink truck used for alley resurfacing by the Division of Infrastructure Management.**

The vehicle is like a dump truck with a special rear grill for even distribution of gravel in the alleyway. To complete the resurfacing, the truck slowly travels in reverse with an employee standing on the back bumper to direct the driver. This posed a safety risk to employees performing this rear bumper task.

Barry and Paul heard these safety concerns and created a safer, custom-built platform and guardrail system to keep employees from falling off the back of the truck. This team approach gives our Flink truck operators a greater sense of security when using the equipment.

Problem-solving by the Division of Traffic Management and Office of Support Services has helped to prevent staff back injuries caused by transporting concrete saws.

**Traffic Management had been using trailers that required the saws to be pushed up a steep incline. To improve this situation and prevent injury, Division employee Brad Hegwood developed specifications for zero entry/drop deck trailers. This allowed for easy stowing and removal of the saws from the trailers. Josh Davis, with Support Services, assisted by working with vendors to procure the necessary trailers.**

This cross-divisional effort demonstrates to staff that employee safety is a top priority department-wide.

**The city's first-ever use of \$6 million in federal Community Block Development Grant funding for street resurfacing completed paving of 36 streets in Columbus opportunity neighborhoods.**

**Completed a total of \$26.2 million in resurfacing projects on 57 streets, including full-depth spot repairs on several streets**



**Constructed nearly 3 miles of sidewalk**

**Installed 605 ADA compliant curb ramps**



# DESIGN AND CONSTRUCTION

The Division of Design and Construction plans and brings to life city infrastructure and roadway projects that protect the safety of motorists and pedestrians, improve quality of life in Columbus, and support the city's economic vitality.

**The division is a trusted, respected regional leader delivering high quality workmanship and a diligent approach to every project, large and small. Our engineers, associates and inspectors guide and manage these projects throughout design and construction to improve traffic flow and safety. Upgrades often include adding sidewalks and shared-use paths, modernizing traffic signals and street lights, relocating utilities underground, and improving storm water management.**

## MAKING A POSITIVE IMPACT IN 2019

Construction began on the High Street Streetscape project's final phases, from E. 2nd Avenue to E. 9th Avenue, including new sidewalks and curb, traffic signals, streetlights, utilities relocation and undergrounding and landscaping.

Construction was significantly completed on the redesigned state Route 315 ramp at North Broadway/Olentangy River Road and OhioHealth Parkway.

Reconstruction and widening progressed of Livingston Avenue between 5th Street and Kennedy Drive, with intersection improvements at Grant Avenue. Other improvements include new sidewalk, bike lanes, curb bump-outs, street lighting and storm sewer upgrades.

Major reconstruction and widening of Lazelle Road between High Street and Worthington-Galena Road got underway and will continue through 2022. The project includes replacing two railroad bridges and adding sidewalk and a shared-use path.

Project design work began to add lanes, sidewalk and a shared-use path and make intersection improvements on South Hamilton Road between Groves Road and Hesel Park.

The design phase for North Hamilton Road was completed to add a through lane, sidewalk, shared-use path, and intersection improvements between Morse Road and Preserve Boulevard.

Design work began to reconstruct Little Turtle Way between state Route 161 and Firewater Lane, to include three traffic lanes, a roundabout at Longrifle Road, sidewalk and a shared-use path.

The design phase of the planned Avery Road reconstruction project is underway, for widening between Hayden Run Road and the future extension of Tuttle Crossing Boulevard and to add sidewalk and a shared-use path.



## KYLE SCHMITMEYER NAMED 2019 ENGINEER OF THE YEAR

The Departments of Public Service and Public Utilities annually host Columbus area high school students for Engineer for a Day. Our engineers and the students join together to participate in engineering activities, a panel discussion and tours of city facilities where engineering skills are applied.

The departments' annual Engineer of the Year and Young Engineer of the Year awards are also presented. In 2019, Public Service recognized Kyle Schmitmeyer as our Engineer of the Year.

**Kyle serves as construction Project Manager for the multi-phased, major High Street Streetscape improvements project along almost two miles of High, from Vine Street to Ninth Avenue.**

The first two phases were completed in the busy, dense Short North corridor, and Kyle's tremendous leadership and communication skills guided the project's success. He worked closely with the design team, contractors and many others to coordinate and manage multiple projects and schedules along the Short North corridor. Kyle's novel thinking created solutions to maintain vital pedestrian and vehicle access to businesses, shops and restaurants during construction.

**In winter 2018-2019, the Snow Warriors serviced nearly 62,000 lane miles during 17 snow and ice control events. The total distance equals circling the earth two and one-half times.**

---

**Maintained 6,400+ roadway lane miles and 206 bridges**



**Swept 16,000+ curb miles of roadway**



**Serviced 61,806 roadway lane miles in 17 snow and ice events for 2018-19 winter**



**Cleaned up 7,542 tons of debris in the right of way**



---

**With the Sinclair Road bridge replacement completed, the city has the highest rated roadway bridges of all large Ohio municipalities**



# **INFRASTRUCTURE MANAGEMENT**

**The Division of Infrastructure Management efficiently manages the city's essential infrastructure to promote the mobility, safety and well-being of residents and visitors. Its skilled workforce is cross-trained to perform many complex daily tasks that maintain our streets and improve the public right of way.**

**Crews make roadway pavement and alley surface repairs, complete street sweeping, right-of-way mowing and debris and graffiti cleanup, and service city streets during snow and ice events.**

**The division also includes staff who plan for capital improvements, manage bridge and pavement programs, issue right-of-way permits and manage GIS/applications.**

## MAKING A POSITIVE IMPACT IN 2019

Infrastructure Management inspected 310 bridges, including railroad and privately owned bridges in the right of way.

175 general pavement repair projects, covering 191,457 square feet, were completed.

Warrior Watch was updated to be more informative to residents during snow and ice control events.

The division designed and implemented internal process improvements for managing permit applications and tracking roadside mowing and alley surface treatment.



## SNOW WARRIORS TEST SKILLS BEFORE WINTER FLAKES FLY

Mix a friendly competition with focused preparation to service city roadways when winter weather hits, and you get the Division of Infrastructure Management's annual Snow Warriors "Roadeo."

The event challenges Snow Warriors from each division outpost to maneuver city snow plow trucks through an obstacle course and master their skills before hitting the streets for the real thing. **The Roadeo, at the city's Maintenance Operations 25th Outpost, ends a week of sessions on snow and ice fighting best practices and how to prepare and use the equipment during a winter event.** The Roadeo culminates with a staff luncheon, prizes and trophy presentation to outposts and Snow Warriors who have earned bragging rights for their top skills.

The Snow Warriors cover the city's 224 square miles, and take care of anti-icing, de-icing and plowing streets to make them safe and passable.

Infrastructure Management continued another snow plow-related tradition in 2019. For the fourth year, it partnered with Columbus City Schools in a program that allows students to create and paint art on a city snow plow.

**Paint the Plow also gives students a hands-on understanding of how our Snow Warriors tackle snow and ice conditions on our city streets.**

**Improved 225+ miles of pavement markings throughout the city**

---

**Installed 5,926 signs and fabricated 7,281 regulatory signs and 2,226 street name signs**

---

- ★ **Inspected 234 traffic signals**
- ★
- ★
- ★ **Refurbished 24 signalized intersections**

## **MOBILITY AND SAFETY TO SERVE RESIDENTS OF ALL AGES**

To improve connectivity for students attending Sullivant Avenue Elementary School in the Franklinton neighborhood, **The Division of Traffic Management installed the city's first contraflow bike lane.**

The contraflow lane, added to one-way Souder Avenue, allows bicyclists to safely ride in the opposite direction of vehicle traffic. The low-stress bike lanes, installed from Sullivant Avenue to Mound Street, help students who live north of the elementary school safely cross under I-70 to get to school.

Previously, students had no north-south connection to ride their bikes to Sullivant Avenue Elementary School. Now, the new lanes connect to the existing Sullivant Avenue bike lane.

**In 2019, the city's low-stress bike routes grew to 35 miles in neighborhood networks.** More than 17 miles were added to these networks that designate mostly low-traffic, low-speed residential streets as suitable for safe and comfortable bike riding for all ages and skills.



### **MAKING A POSITIVE IMPACT IN 2019**

Visual road diet projects on select city streets, such as on Whittier Street between Rhoads Avenue and Pearl Street, used strategic pavement striping to optically narrow the travel lanes and slow traffic speeds.

---

The division installed the city's first contraflow bike lane on Souder Avenue, part of the South Side Neighborhood Bikeways project.

---

To support safe mobility options, Traffic Management installed more than 17 miles of low-stress bike routes in the city's neighborhood bike networks.

---

More than 70 school flashing beacons were replaced with new components by the division.



# TRAFFIC MANAGEMENT

The Division of Traffic Management provides safe mobility options that improve quality of life and connect residents and visitors to opportunities in our growing city. It applies a holistic and consistent approach to managing complex congestion and safety concerns, while respecting the unique nature of our neighborhoods.

**Traffic Management efforts such as traffic studies and engineering, intersection upgrades, traffic signal reviews and thoroughfare planning help to improve mobility planning and safety.**

**In 2019, Refuse Collection cleaned up 6,143 tons of illegally dumped items in Columbus alleys**

**In 2019, the Division of Refuse Collection collected:**

**313,344 tons  
of municipal solid waste**



**30,869 tons  
of residential recycling materials**

**15,503 tons of bulk items**

**21,695 tons of yard waste**



# REFUSE COLLECTION

The Division of Refuse Collection, recognized as a regional and national leader, strives to provide a clean and safe environment for all in our community. With efficient use of taxpayer dollars and other resources, the division is focused on keeping city neighborhoods cleaner, cracking down on illegal dumping and litter, and quickly responding to residents' refuse-related concerns.

**Each week, the division collects trash at about 340,000 city households, along with biweekly recycling and yard waste pickup and as scheduled bulk service pickup.**



## PROGRESS BEING MADE TO END ILLEGAL DUMPING IN OUR NEIGHBORHOODS

In the first full year of Mayor Ginther’s Clean Neighborhoods initiative to end illegal dumping through prevention, enforcement and education, the Division of Refuse Collection cleaned up 6,143 tons of trash dumped in city alleyways — including 5,761 tires.

As a leader in this multi-pronged initiative, the division also stepped up data collection to better identify neighborhood dumping hot spots based on information such as 311 calls. Cameras monitor alley hot spots to help catch offenders.

The data collection led to stronger enforcement efforts in 2019 as the division worked with the City Attorney’s office and Franklin County Environmental Court.

**Twelve illegal dumping cases were filed in Franklin County Municipal Court in 2019, resulting in 10 convictions and a bench warrant issued for the offender in the other 2 cases.**

Refuse Collection is also using a grant received from the Ohio EPA in late 2019 to help volunteer groups cover the cost of disposing of illegally dumped tires they clean up in their neighborhoods. In the last two months of 2019, the grant aided disposal of 889 tires.

### MAKING A POSITIVE IMPACT IN 2019

Refuse Collection’s Solid Waste Investigators investigated 11,456 requests about possible refuse code violations, including 439 for illegal dumping.

49 property owners were billed a combined \$13,301 by the division for failing to remove unacceptable waste from the right of way as ordered.

To help reduce illegal dumping in neighborhood alleys, 1,364 300-gallon residential trash containers were replaced with 3,701 90-gallon containers.

## KEEP COLUMBUS BEAUTIFUL

This Refuse Collection program, affiliated with Keep America Beautiful, promotes recycling and anti-litter education and works with volunteers to clean up litter and beautify Columbus.

Keep Columbus Beautiful launched the baseball-themed Columbus Litter League in 2019. About 900 volunteers joined this community cleanup program and picked up 20 tons of litter.

In 2019, Keep Columbus Beautiful accomplished:

- 440 litter cleanups by 7,664 volunteers
- 16,978 cleanup volunteer hours
- 166 tons of debris collected
- 41 beautification projects by 1,026 volunteers
- 3,259 beautification volunteer hours

**Parking Services' Short North Parking Plan earned the National Parking Association's 2019 Innovative Parking Organization of the Year award**

**In 2019, Parking Services:**

**Maintained 4,500+ parking meters**



**Issued more than 17,000 parking permits**

**Installed 65 residential Americans with Disabilities Act parking spaces**

**Managed 120 loading and 32 valet zones**



# **PARKING SERVICES**

The Division of Parking Services is committed to providing accessible, equitable, and predictable mobility and parking options for Columbus residents and visitors, as the city continues extraordinary growth.

**In 2019, Parking Services made big strides in modernizing the City of Columbus public parking program with substantive and strategic planning efforts that aim to manage congestion and preserve the uniqueness of our urban neighborhoods.**

## MAKING A POSITIVE IMPACT IN 2019

Parking Services finalized the Strategic Parking Plan studying demand and access in Downtown, University District, Franklinton and South of Downtown neighborhoods. The comprehensive plan will guide individual plans for future parking updates to manage access and growth.

The Downtown parking survey was completed to gather feedback from residents, businesses, and visitors for implementing the Downtown Parking Plan in February 2020.

Innovation exploration included a three-month pilot program to test 300 in-ground and meter dome sensors that identify parking spaces in real time.

The division worked with Smart Columbus to develop the Event Parking Management app for rollout in 2020. The tool integrate with the ParkColumbus app to identify available parking for events in the Short North and Downtown.

## SHORT NORTH PARKING PLAN

Blends Modern Strategies and Technology to Improve Access and Customer Service

The Short North Parking Plan, launched in early 2019, improves convenience, accessibility and predictability for parking and mobility options to balance the needs of all users in this popular arts district.

The plan's comprehensive approach to on-street parking modernized the Short North permit parking program for online management and implemented license plate recognition technology to assist with compliance. For user convenience, the ParkColumbus mobile payment app launched at nearly 600 Short North parking meters and mobile pay only residential streets.

To benefit all users and achieve optimal performance of the plan, Parking Services pledged to regularly evaluate Short North parking data and community feedback. As a result, the division's first demand-based pricing process was instituted. Rate adjustments are now made based on parking occupancy and payment data.

## SMART COLUMBUS

Smart Columbus leverages local, state and grant dollars received from the U.S. Department of Transportation and the Paul G. Allen Family Foundation to work toward resolving mobility challenges and lowering carbon emissions in the Columbus Region.

Its work in 2019 was heavily focused on concluding the electrification efforts that the Paul G. Allen grant revolved around:

- **Two DC Fast Chargers** were installed on Fulton Street — the first in the city's public right of way.
- **The Ride & Drive** project to promote electric vehicle test drives was completed, with 3,722 drives in 2019 for a project total of 11,956.
- A contractor was selected to install 46 level 2 chargers at 10 different City facilities in Phase 3 of the **City Fleet Charging initiative**.
- The City of Columbus **purchased 75 electric vehicles**, meeting the fleet goal of 200 electric vehicles.

The USDOT program pushed forward in 2019, with two of eight projects going live. Four others are preparing for deployment in early to mid-2020.

- **The Mobility Assistance for People with Cognitive Disabilities** project went live, aiding travelers who qualify for COTA's paratransit services with a smart phone app to help them navigate fixed-route service. The service, providing greater independence and lower transportation costs, had 23 participants by the end of 2019.
- **The Prenatal Trip Assistance** project aims to help expectant mothers on Medicaid get to their prenatal appointments. In 2019, 74 expectant mothers participated.
- **The Multi-modal Trip Planning Application**, available as "Pivot" launched. It integrates Bird, Lime, Spin, Yellow Cab, COTA and OSU CABs to plan multimodal trips.
- **Working with DriveOhio**, the first autonomous shuttle to operate in Ohio finished its service in September, with more than 16,000 rides along the Scioto Mile.
- **The Smart Mobility Hubs** project finished its infrastructure installations and began kiosk installs at six locations. These Hubs aim to resolve first-mile/last-mile challenges along the Cleveland Avenue corridor by providing a centralized location for multiple modes of transportation to come together.



To support Mayor Ginther's focus on greater inclusion, the Department of Public Service hosted an outreach event in September 2019 to assist Minority and Women-Owned Business Enterprise companies with finding and bidding on city contracting opportunities. Several city Departments participated in the event.



## **THE DEPARTMENT OF PUBLIC SERVICE**

*enhancing mobility, safety, and quality of life*

111 N. Front St., Columbus, OH 43215 | [Columbus.gov/publicservice](http://Columbus.gov/publicservice)