



2020 ANNUAL REPORT

DEPARTMENT OF PUBLIC SERVICE

RISING TO CHALLENGES

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

A MESSAGE FROM MAYOR GINTHER



The can-do attitude by the Department of Public Service in providing essential services to our residents is inspiring. I never doubted the department would ensure this vital work carried on in 2020, in spite of the coronavirus creating a new “normal.”

Director Gallagher and her hardworking team did not disappoint.

With health and safety precautions in place to prevent COVID-19 spread, the department’s essential work carried on throughout our neighborhoods in 2020. The sight of these frontline workers getting the job done each day — supported by coworkers’ behind-the-scenes efforts — was a reassuring sight in an unsettling time.

Vital roadway infrastructure projects progressed. Mobility safety improvements were made and street repairs completed. And when the season’s first snowflakes fell, our Snow Warriors were ready.

While other major cities were decreasing residential trash pickup during the pandemic, our refuse workers efficiently collected a higher volume of household trash every week as residents spent more time at home.

These essential services continuing in the face of COVID-19 provided some sense of normal routine and progress that mark the lifeblood of our city.

On behalf of our residents, I am grateful to the department for standing tall in 2020 and embracing the challenges posed by the pandemic.

With its “we’ve got this” spirit, the team served as resilient role models. And Columbus is better for it.



REFUSE COLLECTION

Collecting residential trash, 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



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



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

DETERMINED IN THE FACE OF A PANDEMIC, PUBLIC SERVICE DELIVERS FOR OUR RESIDENTS

A MESSAGE FROM DIRECTOR GALLAGHER



I think we can all agree that 2020 was an unforgettable year — or one we would like to forget! The novel coronavirus arrived, and daily life was turned upside down. Everything was suddenly different at home, at school, at work and in our community.

The Department of Public Service didn't flinch.

Pandemic or no, Columbus residents still relied on essential city services like trash and recycling collection, street and sidewalk repairs, roadside mowing

and snow and ice control on our roads.

Our department's everyday heroes delivered.

We worked remotely and on the front lines to get the job done in neighborhoods throughout the city. Day in and day out.

Planning for critical infrastructure projects carried on, as did construction on roadway and sidewalk projects for safer mobility in our growing city. These projects progressed in partnership with contractors — while keeping people employed and contributing to our local economy at a critical time.

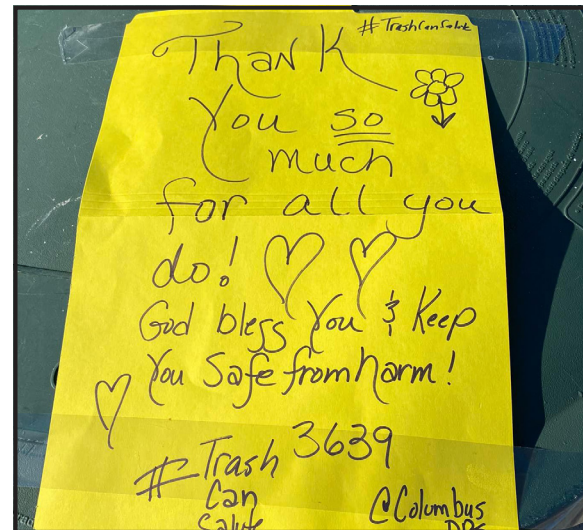
The health and safety of our team members remained a top priority during COVID-19, with critical protocols such as face coverings, social distancing, handwashing and equipment sanitizing in practice.

While our department persevered and showed its true spirit and determination in delivering essential services to residents, we also played a leadership role for two major transportation safety and planning initiatives underway in 2020: Vision Zero Columbus and LinkUS Mobility Corridors.

Read more in the following pages about the positive impact Vision Zero Columbus and LinkUS will bring to saving lives and transforming our region.

We look forward to advancing these important projects in 2021. Rest assured, too, that our department will stay on the front lines, delivering essential services you depend on.

A handwritten signature in black ink, reading "Jennifer Gallagher".



During the pandemic in 2020, Public Service continued to deliver essential services every day. Many of these services were visible to residents, while others carried on in the background. Our department didn't miss a beat on work vital to our residents and neighborhoods.

These efforts were sometimes unexpected, on top of the unexpected from the pandemic. For example, our crews helped activate the Franklinton floodwall and provide immediate road closures when record spring rains quickly fell.

And when people in major U.S. cities, including Columbus, mobilized in 2020 to peacefully protest racial disparities, our crews worked to create an environment here for safe, peaceful protests.

No matter the challenge, the Department of Public Service exhibited a can-do attitude and adapted normal routines to accommodate our community's needs.



The coronavirus pandemic meant more of us spending more time at home in 2020. Many Columbus residents worked from home and students of all ages stayed home for virtual learning. We cooked at home or ordered takeout to support local restaurants.

This translated into Columbus households generating more trash. Our Division of Refuse Collection saw residential trash tonnage consistently stay 25% higher during the pandemic.

Unlike other major cities, Refuse Collection didn't miss a single day of trash collection service. And residents found creative — and safe, socially distanced — ways to say thank you to our dependable crews at #TrashCanSalute.



To provide flexibility and convenience for residents working from home during COVID-19, the Division of Parking Services suspended enforcement of the city parking code requiring vehicles parked on-street to be moved after 72 hours.

Other pandemic-related changes to protect health and prevent COVID-19 spread included postponing parking ticket appeal hearings and suspending fines and penalties until hearings could safely resume.

Parking Services temporarily converted some Short North parking meters to 30 minutes to accommodate carryout service and brief pick-up/drop-off at local restaurants and businesses.



Early in the pandemic, the department assisted state partners in essential planning for a regional alternate care hospital at the Greater Columbus Convention Center to give basic care to COVID-19 patients.

Our Division of Traffic Management determined appropriate traffic patterns for facility access and patient pick-up/drop-off locations for first responders. It stood ready to quickly activate traffic pattern changes to ease access to the hospital.

Infrastructure Management assisted, too, working with the Franklin County Emergency Management Agency and Homeland Security to close a High Street traffic lane for needed generator trailers to power the facility in an emergency.



Our Division of Infrastructure Management frontline workers delivered uninterrupted essential services during COVID-19. Citywide debris and litter cleanup in the right of way prepared for seasonal roadside mowing. Pothole patching and bridge maintenance carried on.

Our team continued to plan and execute critical neighborhood projects during the pandemic. The divisions of Infrastructure Management, Design and Construction and Traffic Management partnered on the Sullivant Avenue corridor revitalization to improve the roadway, sidewalks, street lighting and other infrastructure.

Sidewalk staff put their masks on and walked Sullivant with Mayor Ginther to explain where and how making sidewalk improvements would create safer mobility for all users.



The Division of Design and Construction and our contractor partners set strict COVID-19 protocols to protect the health and safety of crews to allow work to proceed on infrastructure projects around the city.

Critical projects advanced to rebuild arterial streets, improve intersection safety, resurface neighborhood streets, and support mobility options by adding bike lanes, shared-use paths and sidewalks. Despite the pandemic, work occurred on construction projects valued at more than \$109 million in 2020.

Even while the department carried on with essential services delivery to residents during the pandemic, we were leaders in two critical mobility safety and planning initiatives in 2020: Vision Zero Columbus and LinkUS Mobility Corridors.



Nearly 40% of all traffic deaths in Columbus occur in Communities of Interest

In March 2020, the Department of Public Service and Mayor Ginther launched Vision Zero Columbus. This bold transportation safety initiative is focused on ending traffic crash fatalities and serious injuries on city streets.

Vision Zero prioritizes protecting human lives above all objectives of our city transportation system, to increase safe, healthy and equitable mobility for all users — motorists, transit users and vulnerable users, including pedestrians and cyclists.

All who live in our community and move around on our system have the right to a safe return home.

Days after the launch, the coronavirus pandemic took hold here and around the nation. As a result, Vision Zero Columbus went virtual for planning and community engagement by several city departments and divisions, our agency partners, advocacy groups and residents.

GUIDING PRINCIPLES OF VISION ZERO COLUMBUS

- Traffic deaths and severe injuries are preventable
- Human life and health are prioritized within all aspects of transportation systems
- Human error is inevitable and transportation systems should be forgiving
- Safety work should focus on systems-level changes above influencing individual behavior
- Speed is recognized and prioritized as the fundamental factor in crash severity
- Equity guides the principles of our Action Plan

More than 50 people die each year in crashes on Columbus streets

65% of fatal and serious injury crashes occur on 10% of city streets

60% of fatal and serious injury crashes occurred on roads with 3 or more lanes

More than 150 people and 40 agencies collaborated to shape the first Action Plan. Input also came from a survey taken by 1,595 respondents and a crowdsourced map where people marked 920 locations of transportation safety concern.

All input was coupled with collecting data and examining our transportation system holistically for safety. Criteria was set to develop and update the High Injury Network — traffic corridors with a higher density of fatal, serious injury and/or vulnerable user crashes per half mile segment.

The two-year Action Plan is set to be finalized and adopted in spring 2021. Strategies will be guided by these goals to begin to get to zero:

- **Design and build safe streets**
- **Promote a culture of safety**
- **Do it better — enhance processes and collaboration**
- **Identify and commit resources**

Vision Zero Columbus is mindful of equity factors that impact mobility in all city neighborhoods. The Action Plan will identify safety improvements for Communities of Interest in Columbus, where residents are at higher risk because they may have fewer choices about how, when and where they travel.

LINKUS MOBILITY CORRIDORS

Planning for mobility choices, equity and economic vitality in our growing region

The City of Columbus joined our transportation planning partners in June 2020 to unveil LinkUS, an umbrella program for inclusive, equitable mobility planning along key transportation corridors.

As a LinkUS leader, Public Service is working with the Columbus Department of Development, Central Ohio Transit Authority, Mid-Ohio Regional Planning Commission, Franklin County, other public and private sector partners, and community groups on critical transportation and mobility planning ahead of population projections that the Central Ohio region will grow to 3 million people by 2050.

LinkUS will provide mobility options and support infrastructure along key corridors to help manage growth and move people safely and efficiently.

This initiative will increase equity and sustainability with enhanced access to jobs and education, business development, affordable housing and healthcare. It means a better quality of life for all Columbus residents.

In 2020, substantial progress was made on comprehensive planning and community engagement efforts for the first LinkUS corridor action plan, the Northwest Corridor Mobility Study — an area along Olentangy River Road, from Downtown to Bethel Road.

These efforts will next identify high-quality transit and mobility improvements along the Northwest Corridor, along with new housing and job opportunities that foster equity and inclusion.

Also in 2020, LinkUS kicked off its second corridor planning initiative, the East-West Corridor to study West Broad Street and East Main and East Broad streets as an opportunity for high capacity transit and multimodal connections.



LinkUS
Moving our region. Together.



**In 2020, the Office of
Support Services managed
the department's:**

**\$138+ million annual
operating budget**

**\$172 million capital budget
for job-creating infrastructure
projects**

THE DIRECTOR'S OFFICE

The Department of Public Service delivers unparalleled public services that enhance mobility, safety and quality of life

The Director's Office leads the department's five divisions in delivering on our mission to serve Columbus residents. The Office of Support Services, Human Resources and the Communications Office work in the Director's Office to support service delivery by our divisions: Design and Construction, Infrastructure Management, Traffic Management, Refuse Collection and Parking Services.



Even as the pandemic dramatically altered human interactions in 2020, the Communications Office maintained hundreds of contacts with residents, community and neighborhoods groups, and the media in 2020.

To follow COVID-19 social distancing guidelines, the Communications Office facilitated the department's participation in dozens of virtual community and area commission meetings on Public Service-related initiatives. It also responded to numerous inquiries from residents about department services and projects.

The team worked with local media to share important department news, including operational changes caused by COVID-19. Use of our social media channels allowed for quick updates to the community.



In 2020, the Human Resources and Safety group focused attention on establishing and implementing critical COVID-19 health and safety protocols department-wide. The Safety team put in place measures to protect our frontline workers and all staff from COVID-19 transmission while on the job and interacting with the public. Efforts included:

- Ensuring appropriate COVID-19 safety protocols, sanitization supplies and face coverings and availability of at 12 Public Service employee locations
- Determining face covering guidelines and exemptions best suited to our frontline workers' specific job tasks and seasonal work environments
- Partnering with Building Maintenance to retrofit three department administrative locations for COVID-19 workspace compliance

The HR Office managed all COVID-19 tracking in the department and COVID-19 leaves, guided contact tracing, and partnered with Building Maintenance for deep cleaning as needed.

In another 2020 major initiative, the HR/Payroll group was a key player in testing and implementing Dayforce, a new time, attendance and payroll system for City of Columbus employees.

The HR/Payroll group coordinated training for employees to access and use the new system. The team also led efforts to design training for our CDL drivers, who interact with Dayforce mostly through a mobile app. And Public Service was a city department leader in partnering with the city Auditor's Office to troubleshoot implementation issues.



2020 HR and Safety group highlights included:

Recordable safety incidents among staff decreased 25% compared to 2019

For the 4th year, crews had no "stick" injuries when cleaning up and disposing of needles found during work on city streets and alleys

**WORK HARD.
GET THE JOB DONE.**

In 2020, the division:

**Resurfaced 93 lane miles on
124 city streets**

**Constructed 2 miles of
sidewalk**

Installed 793 ADA curb ramps



DESIGN AND CONSTRUCTION

COMPLETION OF A MAJOR UPGRADE TO A SECTION OF NORTH HIGH STREET SUPPORTS SAFE MULTIMODAL TRAVEL

The Division of Design and Construction finished the High Street Streetscape Improvements in 2020 — an intense, multi-year project to create a safer, more walkable and inclusive community from Vine Street through the Short North to 9th Avenue at the University District's southern edge.

The three-year transformation of this 1.6-mile section of North High Street is an example of safety and other enhancements for multimodal transportation.

Many of these streetscape improvements support the Vision Zero Columbus initiative, launched in 2020, to make

protecting lives the top priority of our city's transportation system. The goal is to achieve zero fatalities and serious injuries from traffic crashes.

High Street safety enhancements were made, such as wider sidewalks and curb bump-outs to shorten pedestrian crossing distance, bicycle street pavement markings, improved access to transit, and upgraded traffic signals and street lighting.

In addition, new parking meters were added, with the ParkColumbus payment app availability, and the number of street trees doubled.

AN INCREASE OF



200

More Trees



9K

More Sq/ft
Greenspace



29%

More On-street
Parking Spaces

TOTALS



180

New
Street Lights



859

New LED
Arch Lights



9K

Feet Utilities
Undergrounded



174

ADA Ramps



560K

Sq/ft Sidewalks



1.6

Miles Improved

COVID-19 DIDN'T SLOW PROGRESS ON CITY INFRASTRUCTURE PLANNING AND BUILDING



With strict COVID-19 safety protocols in place for our Design and Construction and contractor partner crews, the division moved forward on many critical mobility infrastructure projects in 2020.

Projects advanced throughout Columbus neighborhoods. To rebuild and repave streets. To add new sidewalks, ADA curb ramps, and bike lanes. And to design and build improvements focused on safety and multimodal travel on our transportation system.

A few examples:

Medina Road was rebuilt between Hudson Street and Briarwood Avenue, and new sidewalk and ADA curb ramps added, as the main entrance to the new Linden Community Center.

Construction started on South Hamilton Road for intersection improvements and adding a shared-use path and sidewalks from Groves Road to Helsel Park. Similar upgrades to North Hamilton Road began, from south of Morse Road to north of Preserve Boulevard.

Design work continued on the first phase of improvements to state Route 161 that will include roadway upgrades, new traffic signals and pedestrian and bike facilities, and installation of mini-roundabouts and raised medians on Maple Canyon Avenue and Parkville Street/Spring Run Drive.

The design phase progressed on reconstructing Hudson Street between I-71 and Cleveland Avenue, and adding sidewalk and a shared-use path.

Design work also advanced to construct sidewalk, curb ramps and drive approaches on the west side of Kingsford Road between Briggs and Eakin roads, and on the north side of Briggs to Kingsford.





INFRASTRUCTURE MANAGEMENT



SULLIVANT AVENUE PROJECT STARTED IN 2020 PROVIDES SAFER PEDESTRIAN MOBILITY

In 2020, Division of Infrastructure Management crews started the ball rolling on Sullivant Avenue infrastructure improvements included in Mayor Ginther's \$10 million initiative to support and empower the neighborhood.

Infrastructure Management focused on tasks such as sidewalk and ADA curb ramp upgrades to help residents move safely along the Sullivant corridor.

The division managed the first phase of repairing and replacing one-half mile of defective and trip hazard sidewalk panels along the south side of the street. In-house crews also made surface repairs to nearly three miles in two Sullivant Avenue corridor alleys.

The initiative is revitalizing nearly two miles of Sullivant from I-70 to Hague Avenue with roadway, sidewalk, traffic signal and street lighting upgrades. Other slated corridor improvements will install curb extensions to shorten pedestrian crossings, parklets with public art, and decorative lighting under the I-70 overpass.

Infrastructure Management will continue to play a key role in the Sullivant project in 2021, working alongside two other Public Service divisions, Design and Construction and Traffic Management.

**WORK HARD. GET THE
JOB DONE.**

In 2020, the division:

**Sealed 70,000+ feet of
roadway cracks**

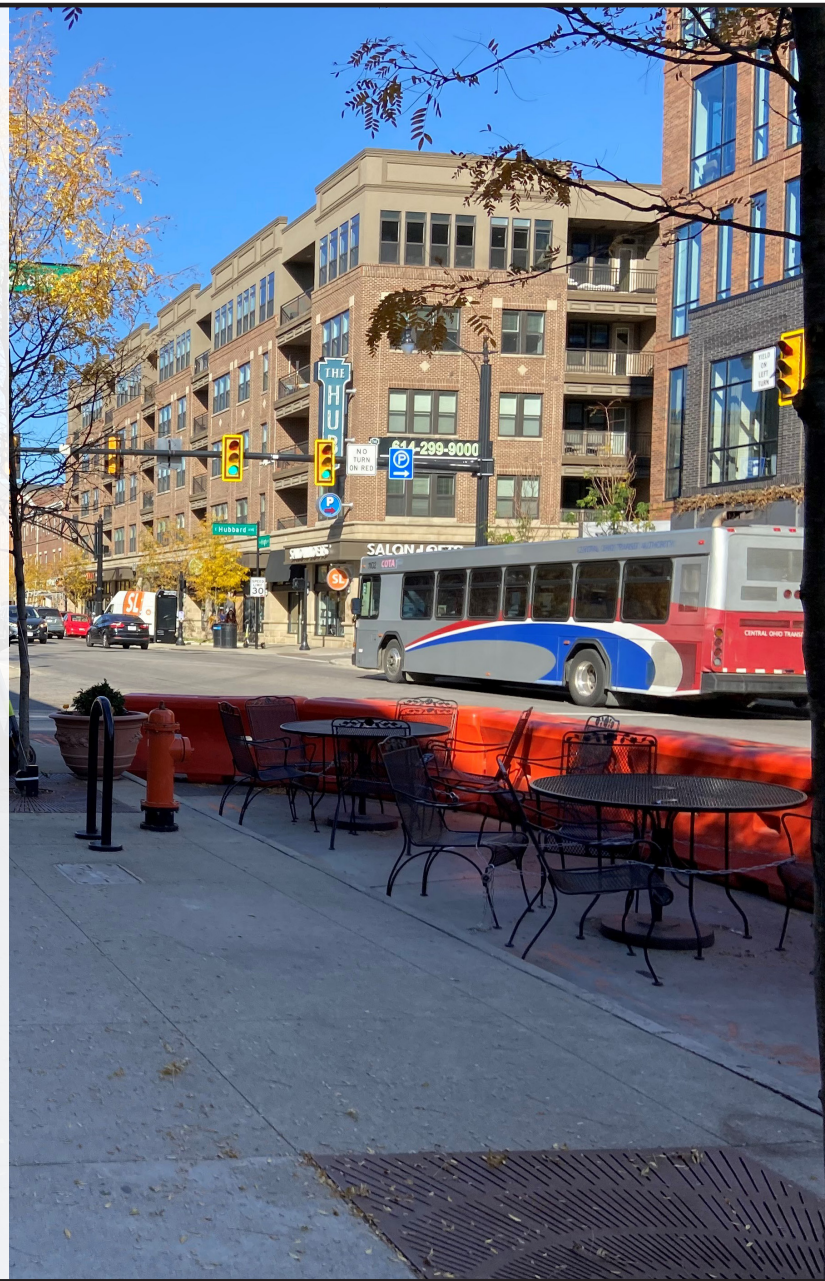
**Installed/repaired 3,400
feet of sidewalk**

**Inspected 309 bridges in
the city**

**Performed 3,500 right-
of-way inspections**

**Collected 6,706 tons of
right-of-way debris**

**Serviced 305 graffiti
cleanups**



EXPEDITED PERMIT PROCESS ASSISTED LOCAL RESTAURANTS OPEN OUTDOOR DINING

To help local restaurants during the coronavirus pandemic, the City of Columbus implemented a pilot outdoor seating program in 2020 that allowed use of the city right of way for dining.

The Division of Infrastructure Management Permits Section was instrumental in expediting the permitting process for restaurants and bars to temporarily set up tables on-street in the right of way. The pilot began in August and was extended in October.

While working remotely due to the pandemic, the Permits team quickly assisted restaurant and bar owners who desired to secure right-of-way permits — and

ensured that temporary seating areas safely complied with program requirements and state and local health requirements to help prevent COVID-19 transmission.

Separately, in 2020 the division's Right-of-Way management team managed approximately 100 active sidewalk dining leases for Columbus restaurants requesting outdoor dining — a task critical to restaurants trying to remain afloat during the pandemic.

Beyond managing the permit process for sidewalk dining, our Right-of-Way team ensured safety measures were adhered to such as maintaining good traffic site lines and ADA and pedestrian accessibility.

WORK HARD. GET THE JOB DONE.

In 2020, the division:

**Refreshed/improved 205+ miles
of pavement markings**

**Conducted traffic counts
at 133 locations**

**Refurbished 21 signalized
intersections and rebuilt 2**

**Removed “night flash” operation
from 18 traffic signals and installed
new detection equipment for safer
intersections**



TRAFFIC MANAGEMENT

TRAFFIC MANAGEMENT SECURED MORE FUNDING IN 2020 FOR PEDESTRIAN SAFETY

In 2020, the Division of Traffic Management continued its track record of securing grant and other funding for transportation safety projects that support pedestrians and other modes of travel in Columbus neighborhoods.


Traffic Management was awarded \$9.3 million in Ohio Department of Transportation safety funding for pedestrian-focused improvements. Of that, \$4.5 million funded design work underway for a shared-use path along state Route 161.

Two sidewalk projects now in design were also funded, one to add sidewalks on Olive Street and Floral Avenue in the Hilltop, and another on Ann and 17th streets on

the South Side. Additionally, \$2.5 million was awarded for ODOT’s pedestrian safety improvement program to implement proven countermeasures for pedestrian safety at high-risk locations around the city.

Traffic Management also received \$413,000 in Ohio Public Works Commission funding to modernize school zone flashing beacons at 29 schools and install new flashers at seven schools in Columbus. Work began in 2020 and will be completed in 2021. The upgrades mean safe, consistent and reliable school zone flashers performance.

Another \$107,000 in grant funding was awarded for retiming traffic signals along High Street.



In a year that required resourcefulness and adaptability due to COVID-19, Traffic Management jumped into action to assist with traffic control for another rare occurrence in 2020: activation of the Franklinton floodwall when record rainfall hit in May.

SLOW STREETS PILOT FOCUSED ON SPEEDING IN NEIGHBORHOODS



To help alleviate speeding in residential neighborhoods, Traffic Management launched a pilot program in Linden in September 2020.

The Slow Streets initiative converted four one-way streets to two-way, or yield, streets to reduce vehicular speeding. During the three-month pilot, the division collected residents' feedback, and traffic speed and volume data for analysis.

Traffic Management will also pilot Slow Streets in the Hilltop. The program supports strategies identified by Vision Zero Columbus, which prioritizes protecting human lives over all other objectives of the city's transportation system.

WORK HARD. GET THE JOB DONE.

In 2020, the division collected:

**339,139 tons of municipal
solid waste**

**32,727 tons of residential
recyclable materials**

22,853 tons of yard waste

20,100 tons of bulk items



REFUSE COLLECTION

REFUSE COLLECTION COMPLETED ITS FIRST CITYWIDE LITTER INDEX IN 2020

The first-ever City of Columbus Litter Index was completed in 2020 by our Division of Refuse Collection refuse truck drivers to score and catalog the amount of litter on city streets.

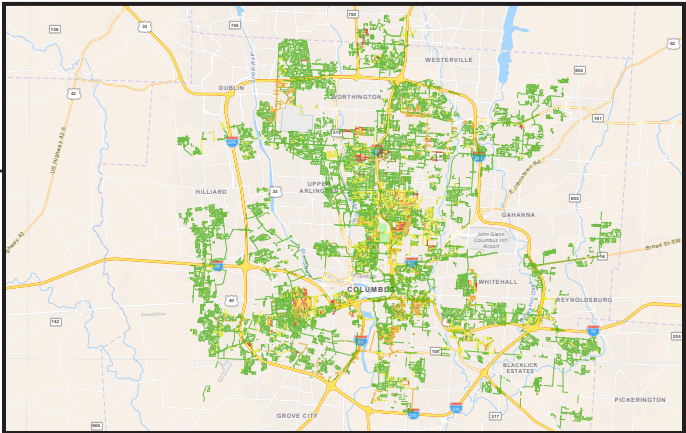
Their trained eyes collected data for the Litter Index as they made weekly residential trash pickups throughout Columbus neighborhoods. **The data-driven approach will allow the city to prioritize and aggressively attack litter first in neighborhoods where it is most prevalent.**

Refuse drivers scored streets on a Litter Index scale from 1 to 4, with 1 indicating streets that have little to no litter and 4 for streets that are extremely littered and may have illegally dumped items in alleys.

The data collected will serve several purposes to enhance quality of life for Columbus residents and continue

progress made by Mayor Ginther's Clean Neighborhoods initiative. Areas in need of targeted litter cleanup by city crews, Keep Columbus Beautiful and volunteer groups can be identified. Enforcement can be targeted as well. Litter abatement can also ensure city storm drains function properly.

Refuse Collection's use of data has played a big role in aggressively attacking illegal dumping in city neighborhoods and identifying hot spots for cleanup and enforcement.



78% Green
minimal or no litter

7% Orange
littered

13% Yellow
slightly littered

1% Red
extremely littered



**967 volunteers spent
1,449 hours picking up
34,635 pounds of litter in
Keep Columbus Beautiful
neighborhood cleanups**

**In 2020, Refuse Collection illegal
dumping crews cleaned up:**

**6,540 tons of illegally dumped
items citywide**

**35+ tons of dumped tires —
3,359 tires**



**59 criminal charges for illegal
dumping were filed in 2020, up
from 12 in 2019**

**26 civil violations were filed since
Title 13 updates took effect on
Sept. 1, 2020**



TITLE 13 UPDATES MADE IN 2020 ADVANCE CLEAN NEIGHBORHOODS IN COLUMBUS

An overhaul of the City of Columbus Refuse Collection Code was approved in 2020 to include civil enforcement penalties as another tool to fight illegal dumping in Columbus neighborhoods.

Title 13 was updated for the first time in more than 20 years. It now defines, clarifies and codifies the city's refuse collection rules and regulations for residential trash, recycling, yard waste and bulk pickup.

The reworked code creates civil violations enforceable by Refuse Collection solid waste investigators and law enforcement officers, with the authority to assess civil penalties of up to \$1,000 for dumping and abandoned

property violations in city alleys and right of way. Civil enforcement adds to potential criminal charges for illegal dumping.

To fight frequent illegal dumping of construction debris in city alleys, Title 13 now includes requirements for proper disposal of construction, remodeling and demolition waste by a private hauler. Offenders may face civil and criminal charges for dumping.

The revamped city code clarifies residential refuse and recycling collection service rules such as proper disposal and placement of containers for collection to help foster clean, safe neighborhoods throughout Columbus.

WORK HARD. GET THE JOB DONE.

In 2020, the division:

Maintained nearly 10,000 paid parking spaces including:

3,700+ paid parking meters

8 parking kiosks

74 mobile pay only zones

Installed 37 residential Americans with Disabilities Act parking spaces

Issued 20,500+ parking permits

Managed 119 loading and 28 valet zones



PARKING SERVICES

VIRTUAL HEARINGS ADDED CONVENIENCE AND FLEXIBILITY FOR CITY PARKING CUSTOMERS

The Division of Parking Service expanded its use of technology in 2020, for more improvements in customer access, transparency and flexibility. Implementation of more online tools was especially helpful as in-person interactions were limited in 2020 by the COVID-19 pandemic.

To save a trip to the Parking Services office for customers choosing to request a ticket appeal hearing, a virtual hearing process, via phone or web video, was added in spring 2020.

The division also enhanced its process for customers to contest their ticket through a smoother online workflow system. This transparent and flexible automated process allows customers to schedule their own hearing.

Customers may appeal a ticket online, view photos of the infraction taken by Parking Services enforcement officers, upload documents and schedule a hearing on their own.

SMART COLUMBUS



SMART COLUMBUS LAUNCHED NEW PARKCOLUMBUS APP FEATURE

In December 2020, Smart Columbus launched new features on the ParkColumbus mobile payment app offered by the Division of Parking Services for customer convenience.

The ParkColumbus app upgrade is part of the Event Parking Management project. It brings public and private parking options together in one app to allow drivers to find, reserve and pay for most parking garages and some surface lots in the Short North and Downtown.

In addition, drivers can see the likelihood of finding on-street parking in those areas using the new feature. The Smart Columbus Operating System team worked with ParkColumbus developers to create a predictive model that provides this convenience.

The project was funded by the \$40 million Smart City Challenge Grant awarded by the U.S. Department of Transportation in 2016.

PARKING SERVICES EXPANDED AVAILABILITY OF PARKCOLUMBUS APP DOWNTOWN

In February 2020, Parking Services launched the ParkColumbus app for use at all metered parking spaces Downtown. The app offers convenient payment technology and allows users to extend parking time from their smartphone.

Implementation Downtown increased availability of the app already an option in neighborhoods like the Short North, Brewery District and University District.

It also marked Parking Services' ongoing efforts to modernize and enhance accessibility and availability to on-street parking by implementing the Downtown Strategic Parking Plan in 2020.

The Downtown launch followed the successful implementation of the Short North Parking Plan in 2019. These neighborhood plans are part of Parking Services' comprehensive Strategic Parking Plan that also studied Franklinton, the University District and South of Downtown neighborhoods German Village, the Brewery District and South Side.

The Downtown plan adjusted rates and time limits at more than 2,800 meters to simplify on-street parking for workers, visitors and residents.

DELIVERING UNPARALLELED PUBLIC SERVICES THAT ENHANCE MOBILITY, SAFETY AND QUALITY OF LIFE

2020 was an extraordinary year to be guided by our department's new mission statement. Always purposeful, the essential services performed by Public Service are counted on by residents every day, in every neighborhood.

THE DEPARTMENT OF PUBLIC SERVICE

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