

2015 ANNUAL REPORT



delivering quality city services

THE CITY OF
COLUMBUS

ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE



Mayor Andrew J. Ginther

Columbus is America's opportunity city, growing in recognition for its historic neighborhoods, booming arts and sporting district downtown, open attitude and a noticeably affordable quality of life.

This city is young, smart and entrepreneurial with a growing creative community, every sort of urban and suburban neighborhood, quality schools, incredible health systems and short commutes.

2015 ANNUAL REPORT

Delivering quality city services in the areas of transportation, refuse collection and publicly managed parking is our mission in the Department of Public Service.

Each day, Public Service staff impact the lives of more than 822,000 residents and hundreds of thousands of visitors and business employees working in our community. The Public Service team must operate at peak efficiency to deliver trash collection, recycling, traffic management, roadway maintenance, sustainable design, transportation mobility options, construction safety and other basic services.

This annual report highlights the accomplishments made by Public Service in 2015, including completion of 37 roadway, sidewalk and bicycle projects; our collaboration with Ohio Department of Transportation on the 5th Avenue Bridge replacement; implementation of route-optimizations software in department vehicles; completion of the second of three phases of the Joyce Avenue infrastructure improvements done in collaboration with other departments; and the many awards our projects and programs have received.

I am pleased to share the accomplishments of my staff at the Department of Public Service in 2015. Our team continues its commitment to bring the best in services, programs and infrastructure to residents, business owners and visitors.

Jennifer L. Gallagher, P.E.
Director
City of Columbus, Ohio



OVERVIEW



More than 750 employees of the Columbus Department of Public Service provide a variety of basic services that maintain and improve City of Columbus residents' traveling safety, quality of life and supports the economic development of the city.

Director Jennifer L. Gallagher, P.E., oversees a team of 759 employees, an annual operating budget of over \$101 million and a Capital Budget of \$158 million for job-creating projects, roadway reconstruction, equipment and facilities, sidewalk and bikeway projects, maintaining over 6,400 lane miles of roadways and 1,000 traffic signals, recycling collection and weekly refuse collection from over 339,000 households.

DEPARTMENT STRUCTURE

The Department of Public Service is comprised of four divisions:

- Design and Construction
- Infrastructure Management
- Refuse Collection
- Traffic Management

The Department of Public Service also includes the 311 Customer Service Center for resident and business owners' non-emergency city services, the Keep Columbus Beautiful program (KCB) and management of the City's residential recycling and yard-waste programs.

FINANCIAL PROFILE

The Department of Public Service total operating budget for 2015 was \$101.5 million, with funding from the following sources:

- General Fund: \$38.8 million
- Street Construction Fund: \$48.6 million
- Construction Inspection Fund: \$8.8 million
- Private Inspection Fund: \$2.9 million
- Parking Meter Program Fund: \$2.4 million

The 2015 Capital Improvements Budget for the department was \$158.2 million, including \$40.1 million for Department of Development programs and projects, \$4.7 million for Refuse Collection Division and \$113.4 million for transportation-related programs and projects.

A SMART CITY WITH SUSTAINABLE AND COMPLETE STREETS

2015 ACHIEVEMENTS

Public Service added 24 new refuse-collection vehicles powered by compressed natural gas to its fleet.

Public Service completed installation of the city's first protected bicycle lane on Summit Street/US-23 between Hudson Street and 11th Avenue in the Ohio State University area. The signage, pavement markings, bollards, "bus bulbs" and other features were placed immediately following resurfacing done in collaboration with the Ohio Department of Transportation.

Recycling programs citywide diverted 44,299 tons from the landfill in 2015. City employees recycled 758 tons of materials in the workplace.

Approximately 27,800 tons of recycled asphalt were used in construction projects, which equated to 19.6% of all asphalt placed on City of Columbus projects. Recycled asphalt roofing shingles were mixed into traditional asphalt material used to resurface sections of Georgesville Road and Weber Road.

A total of 110,048 trees and shrubs were planted as part of capital improvement projects.

For a more pedestrian and bike friendly community, Public Service installed 17.2 miles of sharrowed roadways, 9.1 miles of bike lanes and 2.2 miles of shared-use paths.

The second of four phases of the Columbus Traffic Signal System project to upgrade 1970s equipment and connect signalized intersections to the Traffic Management Center completed work. Design and construction on the remaining phases continues, with the goal of upgrading and connecting all signalized intersections, over 1,000 in total.

Construction Section's field staff initiated use of mobile tablets, allowing electronic collection and updating of project documentation into databases. The improvement now reduces data input time, gives managers more time to address outstanding issues and minimizes paper copies of standard drawings, plans and specifications.

bicycle friendly



recycling



conserving



pedestrian safety



delivering quality city services

DID YOU KNOW?

For 2015, the Office of the Director:

Managed six operational funds totaling \$98.4 million in expenditures

Sold over \$6 million in engineering and design contracts; awarded over \$85.2 million in construction contracts

Received 254,519 telephone calls, 76,751 online requests, 4,940 mobile-app requests and 2,028 voice mails at the 311 Customer Service Center, including an increase of almost 27% in requests made through the MyColumbus app

Facilitated more than 30 sessions of wellness training for employees

Reported a 16% reduction in recordable employee injuries

Hired, promoted or transferred 135 employees



OFFICE PROFILE

The Office of the Director consists of the Director and support staff, Human Resources, Office of Support Services and the 311 Customer Service Center.

The Office of the Director employed 71 full-time and two part-time employees in 2015.

Public Service received several awards in 2015, including a American Public Works Association national award for Sustainability Practices. The department and its street resurfacing contractors were awarded Quality Asphalt Paving Awards at the Ohio Paving Expo for projects done on Brice Road and Sullivant Avenue.

The Women's Transportation Seminar (WTS) awarded Mayor Michael B. Coleman the *Rosa Parks Diversity Leadership Award*, honoring an individual, group or organization that has made significant contributions in promoting diversity and cultural awareness within their organization, the transportation industry or in a project or activity that supports the goals and mission of WTS. Consultant Burgess & Niple nominated the Front Street and Marconi Boulevard conversion project for the *Innovative Transportation Solutions Award*, which salutes the creative work of an innovative transportation project or service led by a woman.



DID YOU KNOW?

For 2015, the Division of Design and Construction:

Resurfaced 271 streets, totaling 209 lane miles, and built 1,343 curb ramps at a cost of \$26.9 million

Completed 95.9% of 952 plan reviews within performance standards

Finished design on 10 and construction on 37 Capital Improvement Projects

Completed inspection of 33 Private Construction Agreements totaling \$7,728,651

Concluded design work on 12 Public-Private Partnership projects

Teamed with the Ohio Department of Transportation and City departments to design, build and landscape the Long Street Cultural Wall and park over I-71

Updated Columbus Downtown Streetscape Plan adopted by City Council in 2000



DIVISION PROFILE

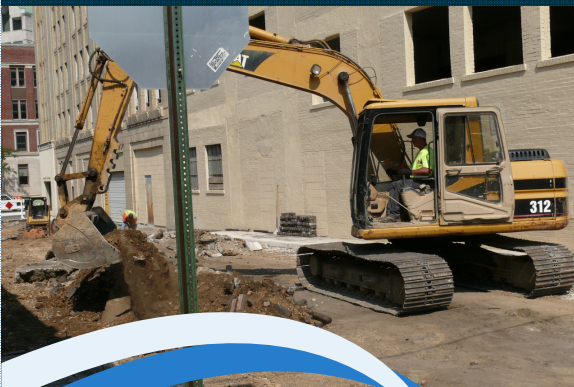
The Division of Design and Construction duties include design and administration of transportation infrastructure improvement projects, capital project prioritization, scoping, project management, plan review, in-house design, management of construction contracts, construction inspection surveying and materials testing.

The division employed 124 full-time and 63 part-time employees in 2015.

The division collaborated with the Ohio Department of Transportation to replace the 18th Street Bridge leading to Nationwide Children's Hospital, one of several ongoing public-infrastructure projects around the hospital campus.

Design and Construction continues to collaborate with the Ohio Department of Transportation on extending Gemini Place to Worthington Road, the City's first design-build road project. The effort will relieve traffic congestion and create additional development ground.

Plan reviewers in the departments of Public Service, Fire, Public Utilities, Technology and Recreation & Parks transitioned to electronic equipment at a one-time cost of \$13,480. The upgrade provides consolidated comments on one review to make discussion and changes easier and faster than previous paper methods. Public Service realized a savings of over \$120,000 the first year.



DID YOU KNOW?

For 2015, the Division of Infrastructure Management:

Managed the implementation of 59 bike racks and 30 miles of bikeways on 34 streets

Upgraded 55 school crosswalks

Oversaw installation of 8.2 miles of sidewalks citywide

Collected over \$1.32 million in right-of-way permit fees

Received over \$447,000 in right-of-way excavation deposits

Issued 4,500 new addresses

Processed 16 annexation and detachment requests

Accounted for the net addition of 2.92 miles of city streets to the city's inventory

Accounted for the net addition of 0.338 square miles to the city's corporate boundary



DIVISION PROFILE

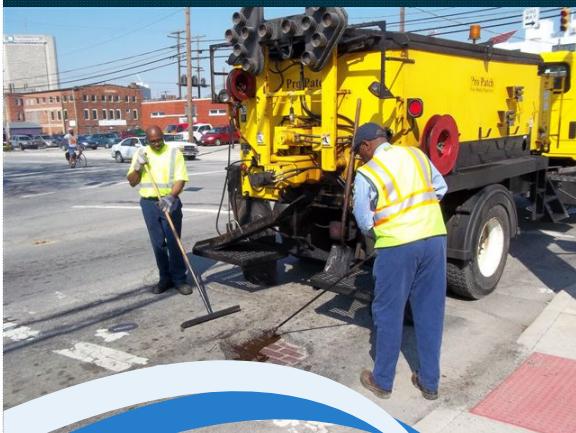
The Division of Infrastructure Management duties include long-term planning and management services for transportation infrastructure assets, including pavement and structures management, pedestrian and biking facility management, zoning and right-of-way permit reviews, plat reviews, street sweeping, litter control, mowing, alley maintenance, pothole patching, graffiti removal and snow removal.

The division employed 192 full-time and one part-time employee in 2015. Street maintenance operations are conducted from five maintenance facilities plus an administrative and training facility.

Street Maintenance's Central Outpost and three other City offices moved to a new facility on McKinley Avenue. The building is LEED Certified and features energy-efficient plumbing, lighting, heating and cooling equipment; insulation and natural light via roof tubing. New equipment on the premises used to make brine for ice control on streets is more energy efficient than similar equipment at other outposts.

Columbus Snow Warriors were recognized by the American Public Works Association for excellence in Columbus' snow and ice removal program and promoting best practices that minimize environmental impacts.

The Permits Section issued a record number of permits, 14,149, an increase of 23% over 2014, for right-of-way excavation, street and sidewalk occupancy, oversized loads, temporary valet parking and food truck parking.



DID YOU KNOW?

For 2015, the Division of Refuse Collection:

Disposed of 303,082 tons of solid waste, 21,734 tons of bulk items, 44,299 tons of recycling, 35,359 tons of yard waste and 195 tons of household hazardous waste

Repaired, replaced or issued almost 18,000 refuse containers for residents

Keep Columbus Beautiful gave 98 presentations to 3,874 youth and adults and managed 447 neighborhood cleanups, 50 beautification projects and 165 Adopt-an-Area groups

Continue to team with the Department of Finance and Management on designing a new Georgesville Road campus where Refuse Collection and Street Maintenance's Roberts Road Outpost will share facilities and a compressed natural gas station.



DIVISION PROFILE

The Division of Refuse Collection duties include trash collection for city residents, management of the City's contracted residential recycling and yard waste services, management and operation of the Keep Columbus Beautiful program, collection and disposal of dead animals in the public right-of-way, collection of residential bulk trash, and collection of trash from containers in the public right-of-way.

The division employed 227 full-time and one part-time employee in 2015. Operations are conducted from three facilities plus an administrative facility and a warehouse.

The divisions of Infrastructure Management and Refuse Collection earned a Five Star Certification for the Ohio Green Fleets Award through Clean Fuels Ohio.

The certification was given for efforts to implement alternative fuel decisions in daily operations to improve air quality and health and reduce climate change in Ohio.

Refuse Collection and Street Maintenance employees completed training for route-optimization software that will be installed in vehicles by summer 2016. The upgrade will give employees turn-by-turn directions and warnings of known roadway hazards; supervisors will have real-time access to reporting and live views of vehicles via the Internet.



REFUSE COLLECTION

delivering quality city services

DID YOU KNOW?

For 2015, the Division of Traffic Management:

Upgraded 60 school crosswalks

Installed or upgraded 55 school zone flashing signals

Refurbished 22 signalized intersections and installed one new signalized intersection

Added 48 new residential handicap parking spaces

Managed 34 valet zones, 126 loading zones and 39 motorcycle parking locations

Installed 7,194 traffic signs



DIVISION PROFILE

The Division of Traffic Management duties include parking services, parking enforcement, traffic engineering services, traffic maintenance, safety studies, parking studies, speed studies, capacity reviews, signal warrant analysis, installation and maintenance of pavement markings, traffic signals, traffic signage, parking meters, and parking management and violation services, including the Parking Violations Bureau.

The division employed 156 full-time and two part-time employees in 2015.

The division completed the Short North Parking Study in conjunction with the neighborhoods and significant public outreach.

Planners and engineers conducted 55 speed, traffic-volume and traffic-safety studies plus 11 studies for parking, pedestrian safety, bicyclists and sight distance. Traffic-calming features were built at 27 locations and road diets were added to six streets.

The *Pace Car* education and outreach program, designed to engage residents in reducing speeding traffic in their neighborhood, was developed and set for rollout in May 2016.

Connect Columbus, the City's multimodal transportation plan started in 2014, held four public workshops and a demonstration of a protected bike lane, among other activities, to educate residents and business owners.

The divisions of Traffic Management and Street Maintenance teamed with the Communications Section to revamp the downtown street sweeping plan, including education and outreach to residents and business owners, new signage and weekly enforcement to ensure streets are swept curb-to-curb.





DEPARTMENT OF PUBLIC SERVICE

50 West Gay Street
Columbus, Ohio 43215

614.645.8290 tel.
614.645.7805 fax

www.columbus.gov/publicservice

delivering quality city services

THE CITY OF
COLUMBUS

ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE