

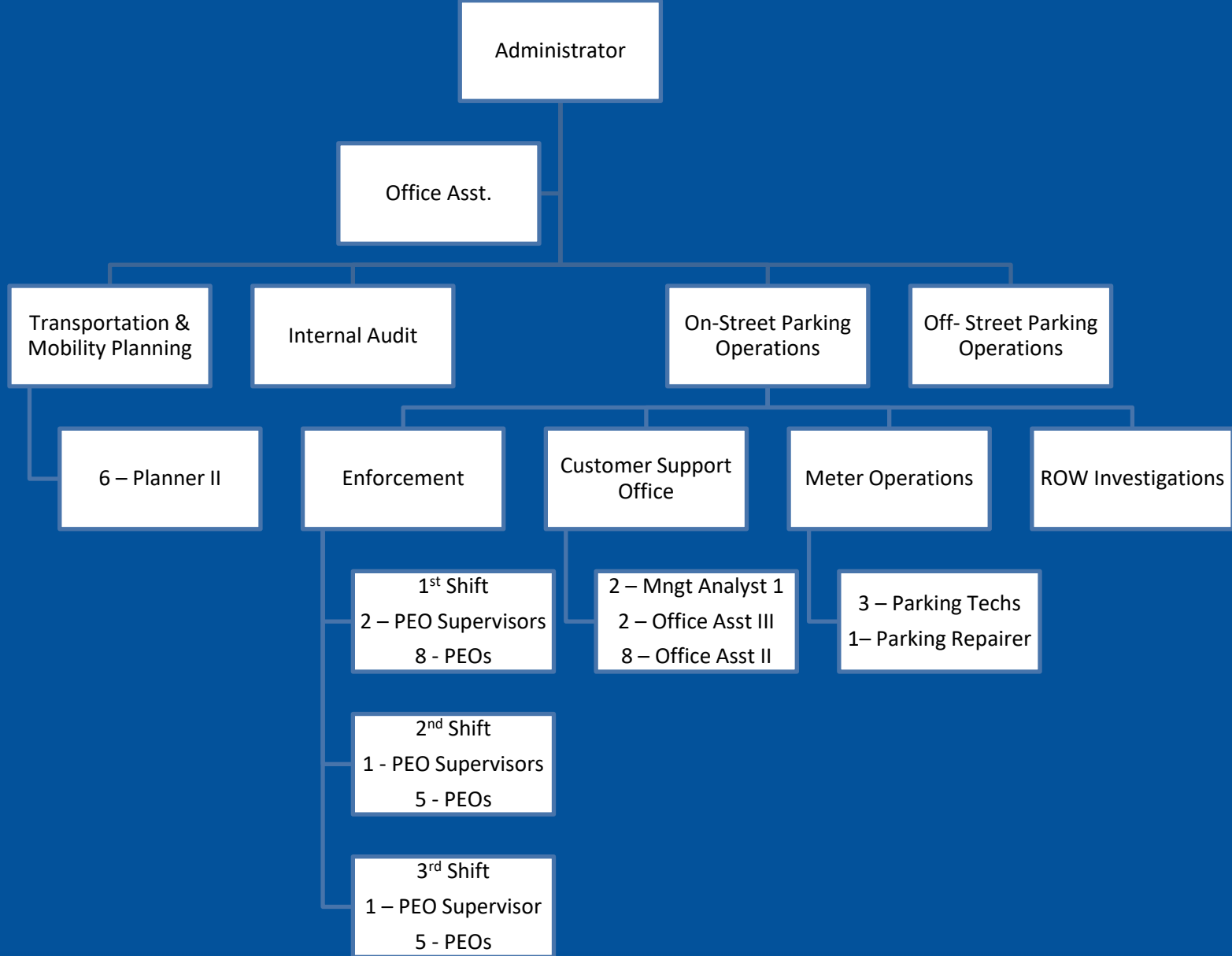
Division of Mobility & Parking Services



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE

2022-24 ACCREDITED
PARKING
ORGANIZATION®
WITH DISTINCTION



Mobility & Parking Services: What We Do

Mobility and Parking Services, a division of the Department of Public Service, primary duties include general transportation planning efforts for parking, bicycle infrastructure analysis, traffic calming, and shared mobility. The Division is responsible for the administration, enforcement, operations, and management of on-street public parking and sets policy and manages parking and access programs. Parking Services also manages City owned parking facilities. The division is separated into four (4) different sections:

- Transportation and Mobility Planning
- Off-Street Parking Operations
- On-Street Parking Operations
 - Business Office
 - Meter Operations
 - Enforcement
 - ROW Investigations
- Internal Audit



Mission and Vision

Our Mission

The Division of Mobility and Parking Services is committed to providing safe, equitable and predictable mobility and parking options for all residents, guests and visitors in the City of Columbus. We aim to increase mobility choices, manage congestion, and facilitate access to goods and services in a city experiencing enormous growth.

Our Vision

To be a national leader in parking, mobility and curb management systems, deploying innovative strategies, state-of-the-art infrastructure, and a focus on delivering positive user experiences in our rapidly changing city.

Transportation & Mobility Planning

Responsible for the management of projects related to the transit, bicycles, pedestrians, and scooters. This section oversees specific implementation of transit lanes, traffic calming, bicycle parking, shared use paths, and bicycle lanes.

Key Initiatives

- 7 staff members
- LinkUs corridor planning
- BikePlus
- Bike Share
- Micromobility

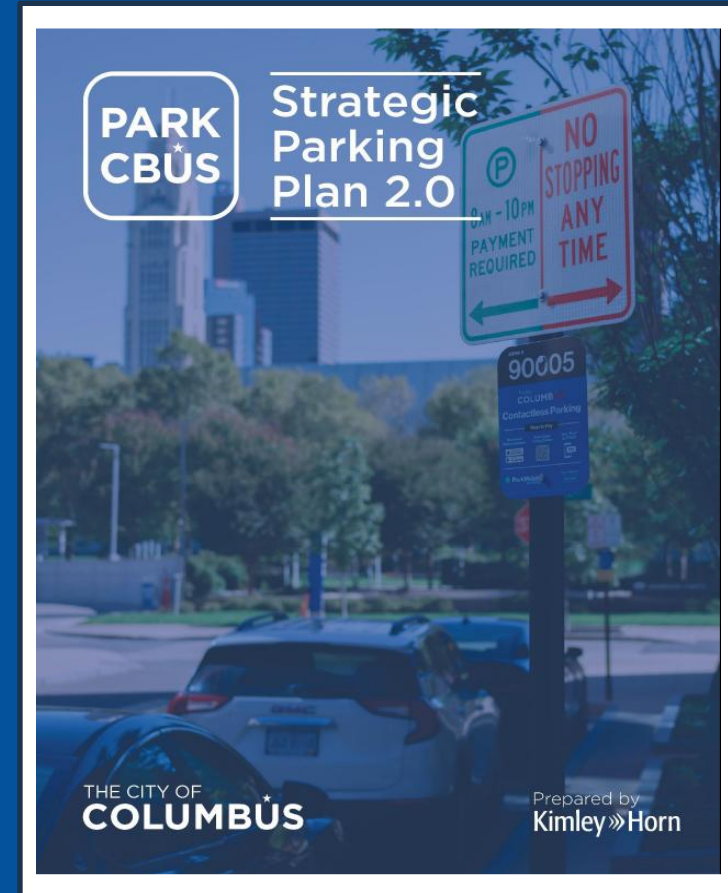


On-Street Parking Operations

Responsible for the management of all on-street parking operations to include the customer support office, meter operations, parking management programs, parking rules and regulations and enforcement.

Key Initiatives

- City Code updates
- Parking Management Plans
- City-Wide Strategic Parking Plan
- Rules & Regulations updates
- ROW investigations



Customer Support Office

Responsible for the processing and issuance of parking permits; processing and release of impounded vehicles; processing of parking tickets, appeals, hearings; and other customer support functions. The Customer Support Office serves as the retail storefront for the Division of Mobility and Parking Services.

Key Statistics (2025)

- 13 staff members
- Issued 24,000 virtual permits
- Processed 14,849 ticket disputes
- 14,244 vehicle releases
- Averaged 159 calls & 25 emails per day

The screenshot shows the 'Pay a Ticket' page on the City of Columbus website. The header includes the city logo and navigation links for Services, Community, Business & Development, and Government. A search bar is present. The breadcrumb trail reads: Home / Services / Parking & Street Services / Mobility & Parking Services / Pay a Ticket. The main content area is titled 'Pay a Ticket' and includes a paragraph about penalties for late payment, a 'PARK CBUS' logo, and a 'Payment Options' section with buttons for Online, By Phone, By Mail, and In-Person. A sidebar on the right contains contact information for Parking Services and a list of related links.

THE CITY OF COLUMBUS

Services Community Business & Development Government 311

How can we help you?

Home / Services / Parking & Street Services / Mobility & Parking Services / Pay a Ticket

Pay a Ticket

To avoid penalties, parking tickets must be paid within ten (10) calendar days from the issue date on the ticket. Additional penalties will be added to unpaid parking tickets not paid within thirty (30) calendar days of issuance. The City of Columbus Parking Services accepts cash, check, money order, credit or debit card (Visa, Mastercard, Amex and Discover).

Parking Services now offers [payment plans](#) PPP 80861 to those who need more time to pay their tickets.

PAYMENT OPTIONS

[Pay your parking ticket\(s\) online with a credit/debit card \(Visa, Mastercard, Amex and Discover\). Please have your parking ticket number or vehicle license plate number available.](#)

Contact

Parking Services
2700 Impound Lot Road
Columbus, OH 43207
(614) 645-6400
(614) 645-7357 Fax
[Email](#)

Related Links

- [Find an Impounded Vehicle](#)
- [Permit Parking Portal](#)
- [Permit Eligibility Map](#)
- [Helpful "How To" Video](#)

Meter Operations

Responsible for meter revenue collection and the overall health of the parking meter system. This section is also responsible for the temporary bagging of meters and the installation and removal of meters and posts.

Key Statistics (2025)

- 5 staff members
- 215 single space “smart” meters
- 8 IPS kiosks & 140 Flowbird kiosks
- Varying rates & time limits by area
- Approx. \$8 million in paid parking revenue
- 94% of revenue, 91% of transactions generated in ParkColumbus



Enforcement

Responsible for the enforcement of all parking ordinances & policies in the public right of way and off-street public parking facilities owned, managed and operated by the City of Columbus. Parking enforcement officers facilitate compliance with posted & non-posted parking regulations to ensure access to businesses & places of residence.

Key Statistics (2025)

- 22 staff members
- 144,000 citations issued
- Nearly \$8 million in citation revenue



Off-Street Operations

Responsible for the operation of the city's paid public parking garages and surface lots.

Key Statistics (2025)

- Six parking garages with more than 4,100 spaces
- Three surface lots with more than 200 spaces
- Approx. \$8.5 million in parking revenue



Contact Us

www.parkcolumbus.com

parkingservices@columbus.gov

1-614-645-6400

2700 Impound Lot Road

Columbus, OH 43207