

Division of Parking Services

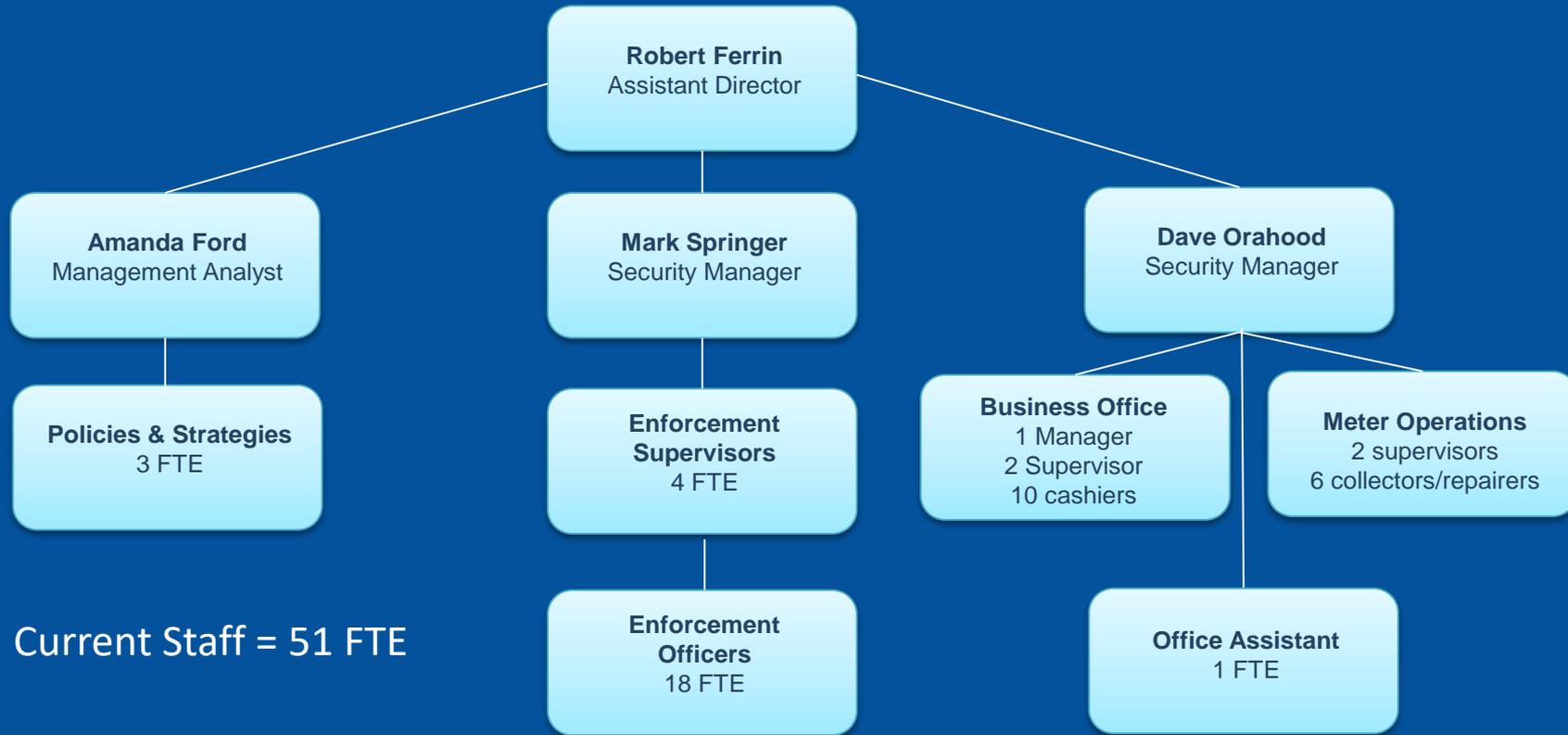


THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE

About Us
3/12/2020

Parking Services: Who We Are

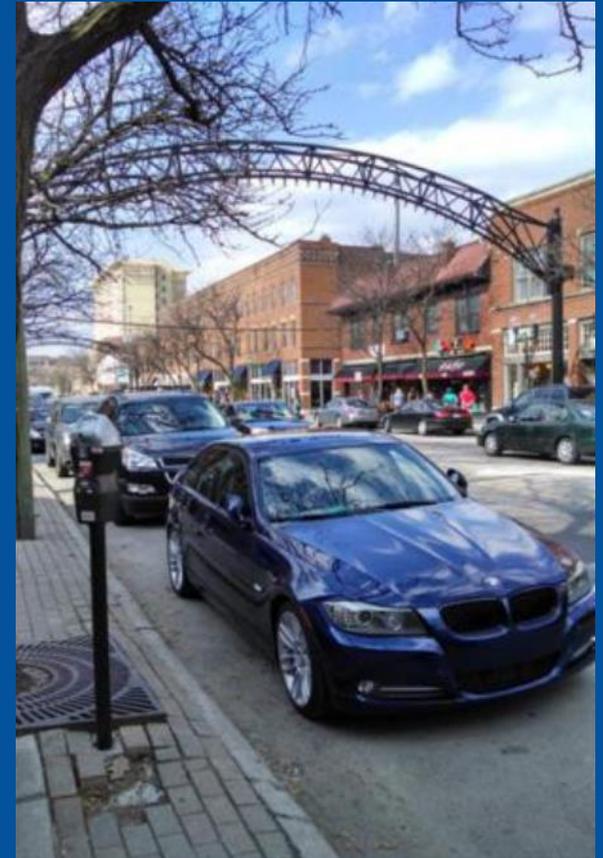


Current Staff = 51 FTE

Parking Services: What We Do

Parking Services, a division of the Department of Public Service, is responsible for the administration, enforcement, operations, and management of public parking in the City of Columbus. The division also sets policy and manages parking and access programs. The division is separated into four (4) different sections:

- Business Office
- Enforcement
- Meter Operations
- Policies & Strategies



Business Office

Responsible for the administration of Parking Permit Programs including permit issuance; handles financial transactions for the Permit Programs, Parking Citations, Impound release & other permitting programs. The Business Office serves as the retail storefront for the Parking Services Division.

Key Statistics (2019)

- 13 staff members
- 24,985 permits issued
- Approx. \$604,349 in permit revenue
- Nearly 16,000 vehicle releases
- Over 53,000 customer calls

The screenshot shows the 'CUSTOMER ACCOUNT PORTAL' login page for the City of Columbus. At the top, there is a navigation bar with the city logo, Mayor Andrew J. Ginther's name, and links for Residents, Businesses, Visitors, Elected Officials, Departments, Quick Links, and 311. Below the navigation bar, the page title is 'CUSTOMER ACCOUNT PORTAL' and the welcome message reads 'Welcome to the City of Columbus Customer Account Portal!'. The main content area contains a login form with fields for 'Username' and 'Password'. The 'Username' field has a note: 'Your Username is your email address.' Below the password field is a 'Sign In' button and a link for '[I forgot my password.](#)'. At the bottom of the form, there is a 'Create an Account' button. A note at the bottom of the page states: 'Residents who applied online create their account during the approved permit payment process. If you did not utilize the online application and payment process, click below to create your account.'

Enforcement

Responsible for the enforcement of all parking ordinances & policies in the Public Right of Way & off-street public parking facilities owned, managed & 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 (2019)

- 20 staff members
- Nearly 123,000 citations issued
- Approx. 1,800 street sweeping impounds
- Over \$6.5 million in citation revenue



Meter Operations

Responsible for meter revenue collection & 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 (2019)

- 8 staff members
- Over 4,500 single space “smart” meters
- Varying rates & time limits by area
- Accept both coin (33%) & credit cards (67%)
- Approx. \$7.3 million in paid parking revenue

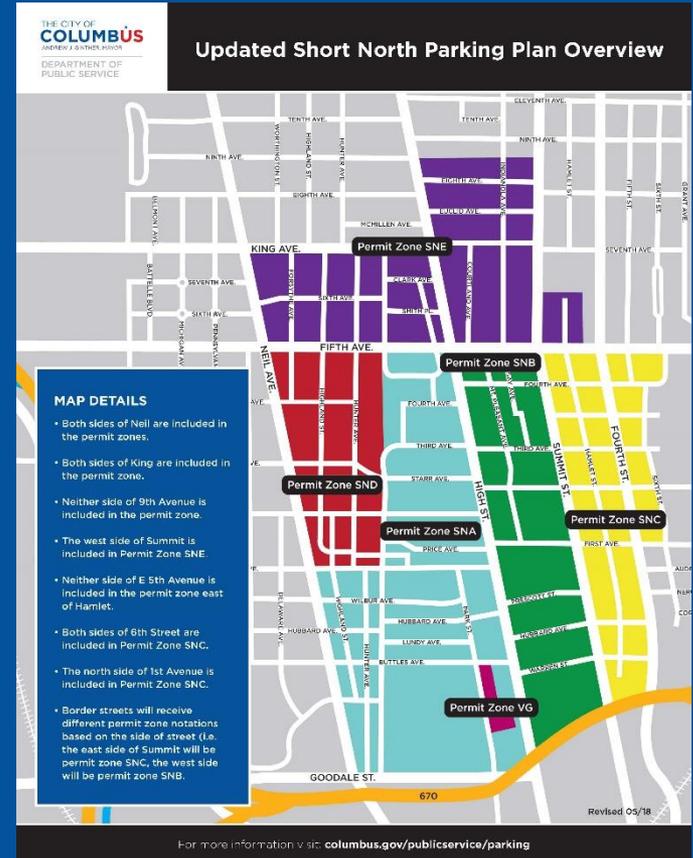


Policies & Strategies

Responsible for the management & administration of existing parking programs, including the permit parking, valet, car share and loading zone program. This section oversees parking & access area management plans, parking projects & strategies and community outreach to facilitate access to Columbus neighborhoods & business districts.

Key Initiatives

- 4 staff members
- Parking Management Plans
- City-Wide Strategic Parking Plan
- Rules & Regulations updates



Contact Us

www.parkcolumbus.com

parkingservices@columbus.gov

1-844-565-1295

2700 Impound Lot Road

Columbus, OH 43207