

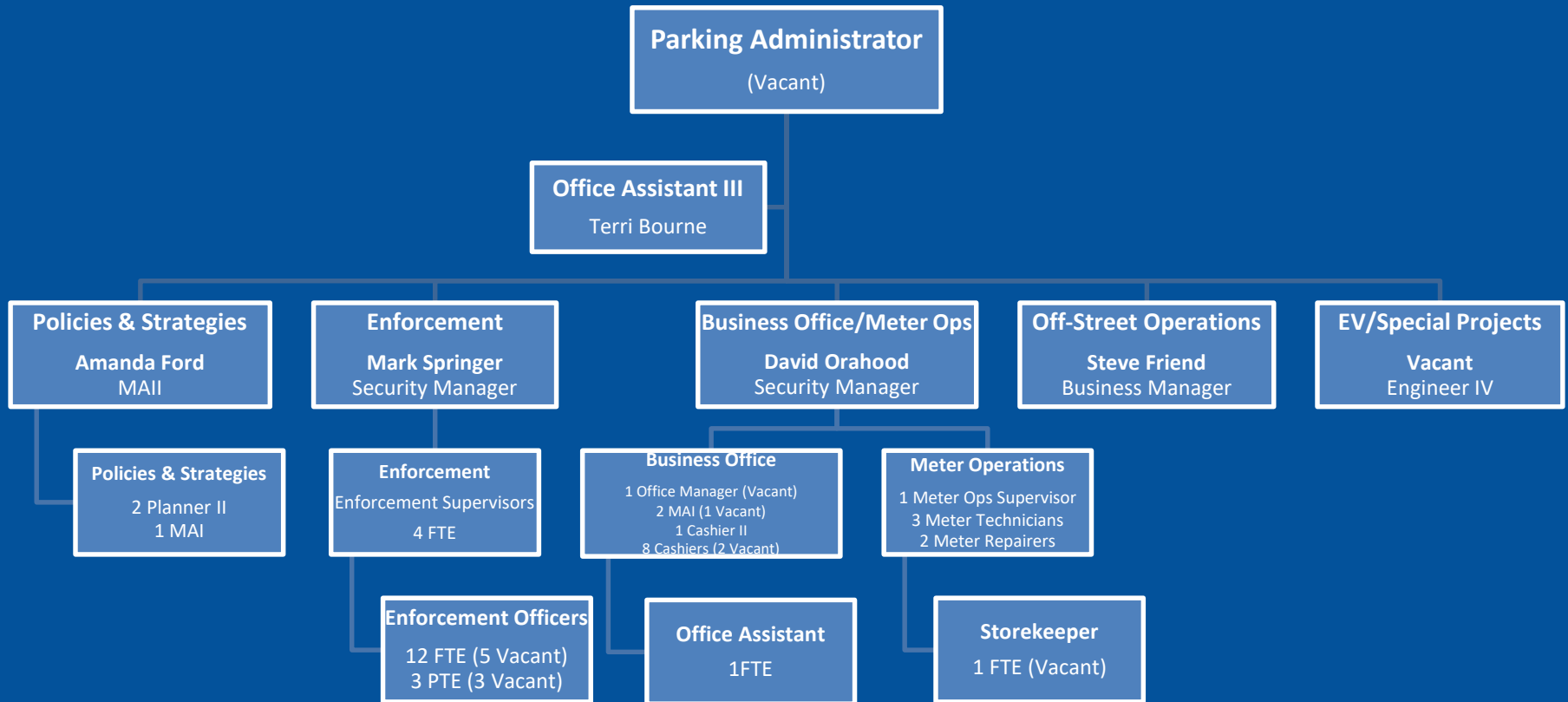
Division of Parking Services



THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC SERVICE

Parking Services: Who We Are



Our Mission

The Division of Parking Services is committed to providing accessible, equitable and predictable mobility and parking options for all residents, guests and visitors. We aim to manage congestion, increase mobility options and operate parking in a city experiencing enormous growth, while preserving the uniqueness of our neighborhoods for all to enjoy.

Our Vision

To be relentless in the delivery of a positive parking experience by providing innovative tools to find available parking that is predictable, equitable and compliant.

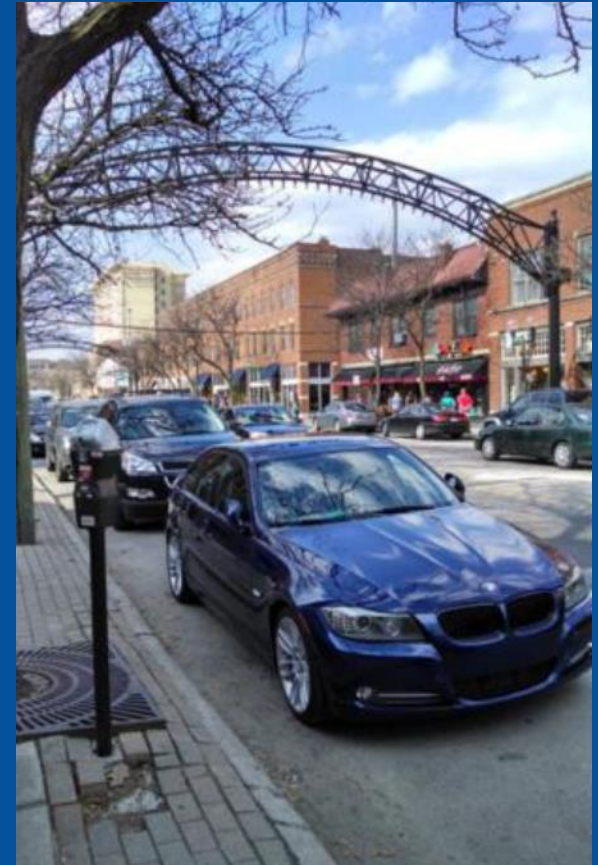
Our work is guided with an emphasis on:

- *Applying industry best practices to provide consistent, predictable **access** to all users;*
- *Striving for **innovation** through testing and evaluating programs and technologies;*
- *Providing consistent, equitable enforcement to encourage **compliance** through education;*
- *Maintaining reliable parking **infrastructure** for the public;*
- *Providing **efficient**, stress-free options when mitigating parking related matters;*
- *Encouraging participation and **engagement** from the community; and*
- *Fostering a safe, positive, and **equitable** environment for our staff and customers.*

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 on-street public parking in the City of Columbus. The division also sets policy and manages parking and access programs. Parking Services also manages City owned parking facilities. The division is separated into six (6) different sections:

- Business Office
- Enforcement
- Meter Operations
- Policies & Strategies
- Off-Street Operations
- Special Projects

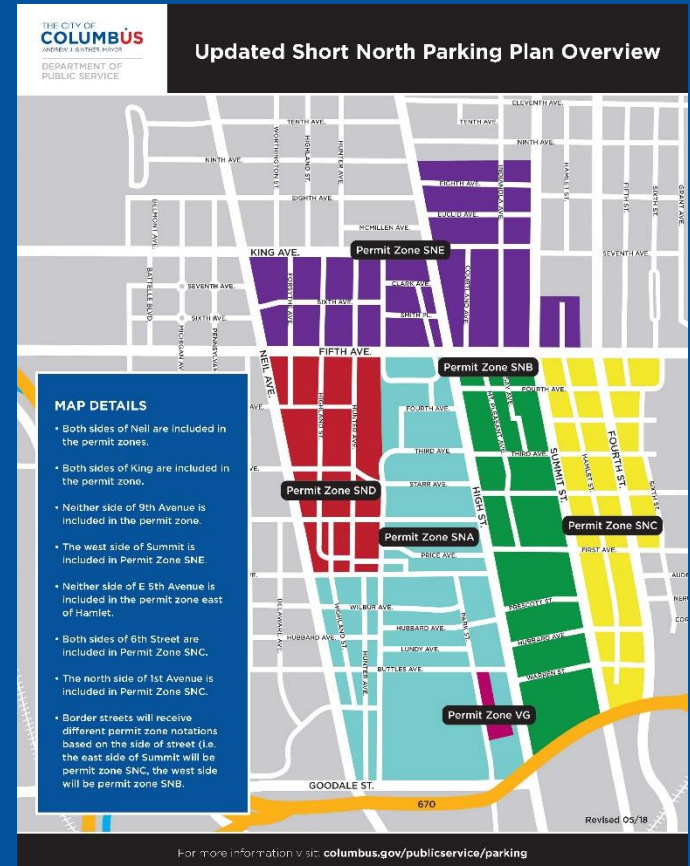


Policies & Strategies

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



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 (2021)

- 16 staff members
- Just over 88,000 citations issued
- Over \$3 million in citation revenue

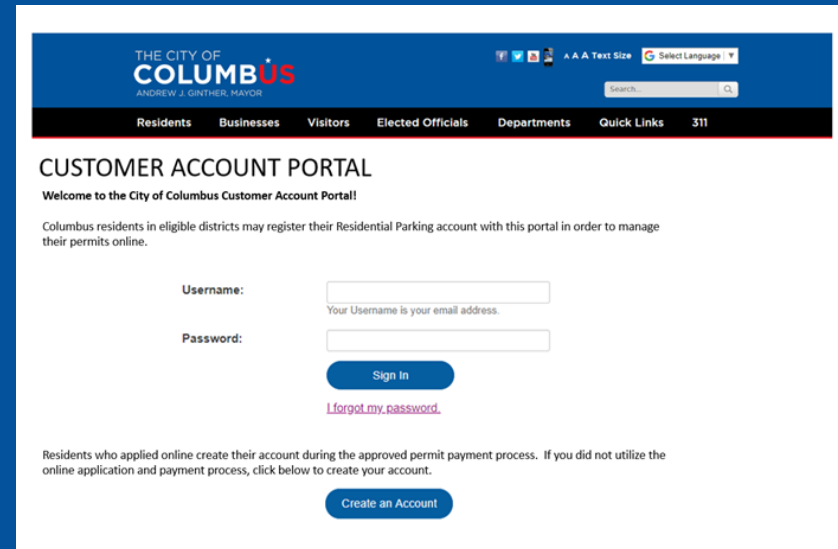


Business Office

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

Key Statistics (2021)

- 12 staff members
- 8,343 permits issued
- Approx. \$295,080 in permit revenue
- Nearly 12,113 vehicle releases
- Over 42,059 customer calls & emails



The screenshot shows the 'CUSTOMER ACCOUNT PORTAL' for the City of Columbus. The header includes the city logo, Mayor Andrew J. Ginther's name, and navigation links for Residents, Businesses, Visitors, Elected Officials, Departments, Quick Links, and 311. The main content area welcomes users to the portal and provides instructions for creating a Residential Parking account. It features input fields for Username (with a note that it should be an email address) and Password, followed by 'Sign In' and 'I forgot my password' links. At the bottom, there is a 'Create an Account' button and a note about creating an account during the permit payment process.

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 (2021/2022)

- 6 staff members
- 344 single space “smart” meters
- 8 IPS kiosks & 140 Flowbird kiosks
- Varying rates & time limits by area
- Approx. \$5.3 million in paid parking revenue
- 76% revenue from meters, 24% through mobile payment



Off-Street Operations

Responsible for the operation of the city's paid public parking garages and surface lots. This was a new function of Parking Services beginning 2022.

Key Statistics (2022)

- Five parking garages with more than 3,500 spaces
- Three surface lots with more than 200 spaces
- Approx. \$3 million in parking revenue



Contact Us

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