

DEPARTMENT OF PUBLIC SERVICE
CITY OF COLUMBUS, OHIO

SUBJECT: Valet Parking Zone Rules and Regulations

EFFECTIVE DATE: January 31, 2022

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BY: Division of Parking Services

I. PURPOSE

Public on-street parking as well as private parking for individual businesses is limited in many commercial, residential and mixed-use neighborhoods within the City of Columbus. Valet parking is one of many parking demand management tools that can alleviate parking issues in high demand commercial districts.

II. AUTHORITY

- A. Pursuant to the authority granted under and Sections 2105.15(C) of the Columbus City Code, as amended, the Director of Public Service hereby adopts, establishes, and publishes these rules and regulations to be effective at the earliest time allowed by law.
- B. These rules and regulations supersede all previously promulgated rules and regulations for valet parking zones and temporary valet parking zones and are applicable to public right-of-way and city-owned public parking facilities.

III. APPLICABILITY

These rules and regulations provide requirements for valet parking zones and temporary valet parking zones located in the public right-of-way and city-owned public parking facilities. Valet parking zones and temporary valet parking zones operated and maintained outside the right-of-way, including valet parking zones and private parking facilities are not governed by these rules and regulations.

IV. DEFINITIONS

The following words, terms and phrases, when used in these rules and regulations, shall have the meanings ascribed to them, except when the context clearly indicates a different meaning:

- A. *Attendant* means a person who operates a vehicle between a valet parking zone and a parking facility on behalf of a valet parking service.
- B. *Block face* means a portion of the roadway that includes one (1) intersection.
- C. *Department* means the City of Columbus Department of Public Service.
- D. *Director* means the Director of Public Service or designee.
- E. *Division* means the Division of Parking Services.
- F. *Parking meter* means any mechanical or electronic device used, placed, installed, or erected at or near the curb adjacent to the parking lane, or otherwise on property which is owned, leased, or operated by the city. A parking meter includes, but is not limited to, single space meters, multi-space meters, and parking mobile payment applications authorized by the city of Columbus as prescribed in Section 2155.01.

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- G. *Permit holder* means a parking operator or duly authorized association or special improvement district permitted under these rules and regulations to operate a valet parking service.
- H. *Public parking facility* means any parking lot or garage located off the public right-of-way that is owned, leased, managed, or otherwise operated by the City of Columbus.
- I. *Temporary valet parking zone* means a short term valet used for a special event in an area of limited parking. Temporary valet parking zones are not for long term parking but are staging areas where vehicles are parked temporarily while people unload in close proximity to a business or event location.
- J. *Valet parking service* means a parking operator, including employees of a parking provider, or an independent contractor to a parking provider that provides a driver to operate a vehicle to and from a parking location so that the driver and passengers in the vehicle may unload and load at their immediate destination regardless of whether a fee is charged.
- K. *Valet parking zone* means a designated location in the public right-of-way or public parking facilities where an attendant takes possession of a vehicle for the purpose of parking and returns the vehicle to the possession of the driver thereof. In general, this term also applies to temporary valet parking zones unless explicitly noted.
- L. *Valet parking facilities* means a privately owned parking lot or garage where the valet parking service park one (1) or more valet customers' vehicles until the vehicle is retrieved by the valet parking service. There shall be no on-street valet parking unless explicitly exempted by the Director of Public Service.
- M. *Valet parking service stand* means a table, podium, desk, or similar sized structure at or near the valet client business where one (1) copy of the valet parking receipts and keys to the valet customers' vehicles are kept and where valet customers may go to drop off or retrieve their motor vehicle or the keys to their motor vehicle.

V. GENERAL RULES

The following general rules are hereby established:

- A. A valet parking service may be conducted in the public right-of-way or public parking facility only with an approved valet parking zone permit that includes the location, hours of operation, and is in compliance with these rules and regulations.
- B. The permit holder shall comply with all requirements contained in these rules and regulations and shall be responsible for ensuring the compliance of any co-applicants, employees, agents, and contractors.
- C. The permit holder must keep on the premises at the permitted location a valid copy of the approved valet parking zone permit at all times, and may be subject to inspection by any authorized official of the City of Columbus during hours of valet parking service operation.
- D. The issuance of a valet parking zone permit does not entitle the permit holder to sole use of the designated valet zone in the public right-of-way. The permit

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- holder has an obligation to maintain the safe and orderly movement of vehicles while maintaining the safety of pedestrians and bicycles.
- E. Nothing in these rules and regulations shall be construed to allow a commercial establishment to substitute off-street valet parking services for any parking requirements imposed by the City of Columbus Zoning and Traffic Codes, nor shall any valet parking lot be permitted on private property unless the owner of said parking location has received zoning clearance from the Department of Development.
 - F. A duly authorized business association, special improvement district, civic association or other responsible entity acceptable to the City of Columbus may apply for a valet parking zone permit for the purpose of consolidating valet parking zones to preserve public on-street parking within a specific geographic region of the City.

VI. VALET PARKING ZONES

- A. Valet parking zones shall:
 - 1. Operate only in the curb lane of the roadway;
 - 2. Be permitted where on-street paid parking exists upon approval from the Director;
 - 3. Maintain a minimum of four (4) feet or greater distance on the sidewalk for the passage of pedestrians as required by the Department;
 - 4. Be used as a staging area where vehicles are parked temporarily for the loading and unloading of passengers;
 - 5. Be permitted to share the same location as loading zones to preserve public on-street parking; and
 - 6. Be limited to one (1) designated valet parking zone per block face to preserve on-street parking.
- B. Valet parking zones shall not:
 - 1. Exceed the length of a single businesses property frontage(s) on the city street(s) adjoining such property unless written consent from the neighboring property owners and businesses is provided;
 - 2. Operate where on-street public parking does not exist, or where establishing a valet parking zone will otherwise interfere with a lane of travel or bike lane;
 - 3. Operate in an area in which parking is already restricted for other uses, or where parking is otherwise restricted or regulated per Title 21 of Columbus City Code;
 - 4. Be located within the area used by vehicle detection devices near signalized intersections; and
 - 5. Park or allow long-term parking of a vehicle in a valet parking zone, or allow the loading and unloading of goods, equipment, or merchandise during permitted hours.

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VII. VALET PARKING FACILITIES

Valet parking facilities shall:

- A. Not be located in the public right-of-way or a public parking facility, except as approved by the Director;
- B. Not be located within a city park; and
- C. Be appropriately zoned in accordance with the City of Columbus Zoning Code.

VIII. STANDARDS OF OPERATION

A permit holder shall:

- A. Allow only employees and independent contractors holding a valid state driver's license, and having valid vehicle insurance or covered under the permit holders insurance meeting the minimum requirements for coverage required by the State of Ohio, to operate any vehicle in connection with the valet parking service.
- B. Assure attendants wear a uniform, shirt, coat or jacket, or other name tag, nameplate, hat, or vest with the name of the attendant and the company logo that identifies the attendant as an authorized employee of the permit holder.
- C. Assure that all employees, contractors, and/or agents place on the dashboard of each patron vehicle a sign or placard of a size no smaller than three (3) by three (3) inches in such a manner so as to be conspicuously visible through the windshield of the patron vehicle. The sign or placard shall clearly state: This Vehicle Parked by [Valet Parking Business Name].
- D. Operate the valet parking service in a manner that does not:
 - 1. Use or occupy more of the public right-of-way than was approved in the valet parking zone permit;
 - 2. Unreasonably interfere with the use of paid parking space, mailbox, or other object, or the safe operation of roadways including, but not limited to travel and parking lanes, driveways, wheelchair ramps, crosswalks, sidewalks, bikeway facilities, signs, markings, signals, fire hydrants, street lights, and intersections;
 - 3. Obstruct a vehicle operator's ability to see any part of an intersecting road; and
 - 4. Injure, damage, or create a hazard to persons or property.
- E. Provide, upon taking custody of a patron's vehicle a numbered ticket to each customer containing the following information:
 - 1. Name, address and telephone of the valet parking service; and
 - 2. Fee or cost to the customer of the valet parking service.
- F. Not allow a vehicle with its engine running to remain unattended in a valet parking zone.
- G. Not allow the parking of vehicles owned or otherwise driven by an employee, owner, contractor or agent of the permit holder in the valet parking permit zone.
- H. Provide valet parking service only during hours of operation authorized in the valet parking zone permit.

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- I. Not prohibit or otherwise interfere with the operation and use of public parking spaces at any times other than the hours of operation and the location of a valet parking zone permitted by the Department.
- J. Allow the traveling public to utilize the valet loading zone for the purposes of passenger loading and unloading even if the motorist is not utilizing the valet service.

IX. VALET PARKING SERVICE STAND

- A. A permit holder shall provide one (1) valet parking service stand at each permitted location. The valet parking service stand shall be located in the public right-of-way at a location approved by the Department or within the adjacent building for whose benefit the valet parking service is provided. The valet parking service stand must be exclusively for the operation of the valet parking service.
- B. A valet parking service stand shall:
 1. Not be located within the travel lanes, bike lanes or parking lanes of the roadway;
 2. Occupy an area of the public right-of-way no greater than four (4) feet by four (4) feet with a minimum of four (4) feet unobstructed pedestrian clear zone;
 3. Not obstruct a bicycle rack;
 4. Not be permanently affixed to the public right-of-way in any manner;
 5. Be easily moveable by one person;
 6. Be removed from the public right-of-way when the valet parking service is not being operated;
 7. Be secured and locked when left unattended;
 8. Have affixed a sign not larger than two (2) feet by two (2) feet for the sole purpose of identifying the valet parking service indicating the name of the operator of the valet parking service and the fee for valet parking service;
 9. Not be electrified or lighted in any way, or have any moving components; and
 10. Not have any heating or cooling source of any kind.
- C. If the valet parking service stand is located within a building, the permit holder may provide a sign advertising the valet parking service, provided said sign meets the requirements for signs on private property per the Zoning Code.

X. VALET PARKING ZONE SIGNAGE

- A. The Department shall install permanent regulatory signage marking the limits of each approved permanent valet parking zone. Each sign shall indicate that the location is restricted for use by a valet parking service and state the days and hours of operation of the valet parking service. If the valet parking zone is located in a paid parking space, regulatory signs will be installed by the Department on affected parking meters by the Department stating "Tow Away Zone" and the days and hours of operation of the valet zone service.

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- B. One (1) temporary sidewalk sign announcing the valet parking service may be displayed at the approved valet parking zone provided. Said sign shall:
1. Be approved by the Director;
 2. Be constructed of durable material that will withstand the year-round impact of the weather and must be maintained and in good condition at all times;
 3. Be sufficiently weighted and constructed to withstand strong winds;
 4. Not exceed twenty four (24) inches in width and forty eight (48) inches in height (including base, holder, frames, etc.) measured from the sidewalk surface;
 5. Be placed on the sidewalk no more than one half (1/2) hour before the valet parking service opens and must be removed no later than one half (1/2) hour after the close of valet parking service;
 6. Be in front of the business offering the valet service without encroaching upon the frontage of another business;
 7. Be positioned on the sidewalk and/or tree lawn outside the travel lanes, bike lanes and parking lanes, and allow a minimum four (4) foot clearance for pedestrian traffic;
 8. Be freestanding and may not be affixed to any street fixtures including, but not limited to trees, parking meters, lampposts, grates, bike racks, decorative benches, news boxes, etc. in any manner;
 9. Not be electrified or lighted in any way, or have any moving components; and
 10. Include only the name and logo of the permit holder, the business offering the valet service, the words "Valet Parking", the rate charged for the service and the hours of operation. The sign shall not indicate "Valet Only" as the valet loading zone is available for those who are not using the valet service but are dropping off or picking up passenger(s).

XI. TEMPORARY VALET ZONE PARKING PERMIT

- A. A temporary valet zone permit holder shall comply with all requirements contained in these rules and regulations that apply to a valet parking zone and shall be responsible for ensuring that any employees, contractors, and agents are also in compliance with these rules and regulations.
- B. Temporary valet zone permits are not intended to accommodate permanent valet zones during the application process. Permanent valet zones shall abide by the application process outlined in these rules and regulations.
- C. A temporary valet zone permit shall not be granted for more than three (3) consecutive days. For requests extending beyond three (3) days, an appeal may be filed with the Director.
- D. Temporary valet zone permit holders are required to notify the adjacent property owner(s) for any parking space that extends beyond the storefront of the requested location.

XII. INDEMNIFICATION AND INSURANCE

The permit holder shall forever indemnify and hold harmless the City and all of its agents, employees and representatives from and against all claims, damages, losses, suits and actions, including attorney's fees, arising or resulting from said operation of a valet parking service. In addition, the permit holder shall obtain general liability insurance in an amount no less than \$1,500,000.00 and shall name the City as an additional insured on said policy. A copy of the certificate of insurance shall be provided to the Department and shall become a part of any permit executed by the Department.

XIII. APPLICATION PROCESS

- A. An applicant seeking to operate a valet parking service in the public right-of-way or public parking facility shall submit to the Department an application for a valet parking zone permit or a temporary valet parking zone permit. All valet applications shall be submitted via the Permit Office web portal at <https://ca.columbus.gov/ca/>.
- B. Application Processing Time
 - 1. All applications for a valet zone parking permit shall be submitted a minimum of sixty (60) business days prior to the start of the permit.
 - 2. All applications for a temporary valet parking permit shall be submitted a minimum of five (5) business days prior to the start of the permit.
 - 3. Requests received less than the minimum number of days to review the permit will be considered but no assurance is made that a decision will be rendered by the requested permit start date.
- C. Each application for a valet parking zone or temporary valet zone is required to contain the following:
 - 1. A scaled site plan showing the proposed address of the location of the valet parking zone, the valet parking service stand, and the placement of any temporary signage to be placed in the right-of-way. Refer to Exhibit A for a sample drawing;
 - 2. A drawing showing the color, content, materials, design and dimensions of the proposed temporary sidewalk signage;
 - 3. Proof of insurance and signed indemnity and release forms as required by Section XII;
 - 4. Copy of the contract between the permit holder and private parking facility used to store vehicles while in the care of the valet parking service; and
 - 5. A letter of authorization from the business receiving valet services.
- D. An application for shared valet parking zones shall identify all businesses on the application, along with proof of consent or approval from the duly authorized representative of each business on the application. The applicant requesting a valet parking zone permit will be responsible for the payment of all fees. A permit holder desiring to modify the operation of an approved valet parking zone may submit for approval the requested changes to the Department, which may be subject to the signage fee depending on the extent and complexity of the proposed change, as determined by the Department.

XIV. FEES

- A. Valet parking zone permit
 - 1. The following fees are hereby established and shall be payable prior to the issuance of an approved valet parking zone permit:
 - a. A nonrefundable application fee of \$200.00, payable upon submitting an application for first-time installation or upon submitting an application per the provisions of Section XIII;
 - b. Pursuant to Section 2155.055 of the Columbus City Code, there will be a nonrefundable paid parking out of service fee equivalent to the hourly rate of each paid parking space approved for a valet parking zone, multiplied by the hours of use approved in the valet parking zone permit; and
 - c. A nonrefundable regulatory sign installation and removal fee of \$250.00 per sign.
 - 2. Application for renewal and payment of the annual fee for a valet parking zone permit may be made on or prior to the expiration date. The following fees are hereby established and shall be payable prior to the renewal of an valet parking zone permit:
 - a. A nonrefundable annual renewal fee of \$50.00, payable upon submitting an application of renewal of a previously approved valet parking zone permit; and
 - b. A nonrefundable paid parking out of service fee per the requirements in Section XIV(b).
 - c. If the applicant fails to pay all required renewal fees upon expiration, the Division may require a new application and payment of all applicable fees.
- B. Temporary valet parking zone permit
 - 1. The following fees are hereby established and shall be payable prior to the issuance of an approved temporary valet parking zone permit:
 - a. A nonrefundable application fee of \$50.00, payable upon submitting an application per the provisions of Section XIII; and
 - b. Per City of Columbus Code Section 2155.055, there will be a nonrefundable paid parking out of service fee equivalent to the hourly rate of each paid parking space approved for a temporary valet parking zone permit, multiplied by the hours the meter(s) is enforced for each day approved.

XV. REFUNDS, TRANSFERS AND EXPIRATION

- A. If a permit holder terminates a valet service prior to the expiration date of the permit, there shall be no refund of any fees.
- B. A valet parking zone permit is specific to a location, and shall not be transferred to another location.
- C. Transferring an approved valet parking zone from the original applicant to a successor at the same address may be allowed provided the new applicant

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submits a renewal application for approval, that all fees and fines for the previous permit holder are paid and up to date, and that the applicant requests the same conditions as the approved valet parking zone permit, in which case only a renewal fee shall be charged.

- D. All valet parking permits are annual permits and shall expire one (1) year after issuance.

XVI. ENFORCEMENT, DENIAL, REVOCATION, SUSPENSION AND TERMINATION

- A. The permit holder shall comply with all requirements contained in these rules and regulations and shall be responsible for ensuring that any employees, contractors, and agents are in compliance with these rules and regulations.
- B. The operation of a valet parking zone under these Rules and Regulations is subject to the enforcement of applicable local and state traffic, parking and general codes and regulations. Enforcement of these Rules and Regulations may result in a documented warning or violation and may result in fines, revocation, termination or denial of a valet parking permit. The violation and fine structure is as follows:
1. The first offense shall result in a written warning.
 2. The second offense shall result in a written violation and an assessed fine of one hundred dollars (\$100).
 3. The third offense shall result in a written violation and an assessed fine of two hundred fifty dollars (\$250). The permit holder is also required to attend a meeting with the Division of Parking Services.
 4. The fourth offense shall result in a written violation and an assessed fine of five hundred dollars (\$500). The permit holder and the business receiving valet services are required to attend a meeting with the Division of Parking Services.
 5. The fifth and final offense shall result in a written violation, an assessed fine of one thousand dollars (\$1000) and revocation of the valet parking permit for that specific location.
- C. A copy of any documented warning, violation, and letter of revocation shall be provided to the on-site valet operator and mailed to the valet permit holder and business receiving the valet service by United States Postal Certified Mail.
- D. Fines shall be paid within thirty (30) days of receipt of the written violation. Fines shall be paid to the Division of Parking Services, 111 N Front Street, 5th Floor, Columbus, Ohio 43215. A copy of the violation form shall be included with payment. If fines are not paid in full within thirty (30) days of the violation, Parking Services will initiate the removal of the valet zone.
- E. After issuance of the fifth offense and revocation of the permit, the permit holder may not reapply for a valet parking permit for that specific location for a minimum of six (6) months.
- F. The Department or the Columbus Division of Police may temporarily suspend the operations of a valet parking service in the public right-of-way reserved by the valet parking service if needed for an emergency or temporary use,

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- including, but not limited to, the construction, maintenance, or repair of a street or utility or special event.
- G. The Department shall notify the applicant in writing and may deny a valet parking zone permit or revoke or suspend without refund of any portion of any fees a valet parking zone permit if:
1. The applicant fails to comply with the requirements of these rules and regulations or other applicable law;
 2. The applicant makes a false statement of material fact on an application for a valet parking zone permit; or
 3. The Department determines that the operation of the valet parking service would:
 - a. Endanger the safety of persons or property or otherwise not be in the public interest;
 - b. Unreasonably interfere with pedestrian or vehicular traffic;
 - c. Unreasonably interfere with the use of a pole, parking meter, traffic sign, traffic signal, hydrant, mailbox, or other object at or near the proposed location of the valet parking service; or
 - d. Unreasonably interfere with an existing use permitted at or near the proposed location of the valet parking service.

XVII. EXEMPTIONS

It is the policy of the City of Columbus that all businesses seeking to operate a valet parking service in the public right-of-way or within public parking facilities shall adhere to these Rules and Regulations, to preserve the health, safety, and general welfare of the public. However, the City recognizes that there may be unique circumstances where the health, safety and general welfare of the public may not be best served by strict adherence to these Rules and Regulations. Such an exemption shall be issued at the sole discretion of the Director and may be for such reasons as safety issues, economic waste or geographical features.

- A. Criteria for consideration of an exemption include:
1. Proximity to permit parking areas;
 2. Proximity to a historic district;
 3. Proximity to on-street and off-street parking;
 4. Safety considerations; and
 5. Other factors that preserve the health, safety and welfare of the citizens of the City.
- B. To request an exemption, the applicant shall submit the following to the Department:
1. Written request stating which provision or provisions of these Rules and Regulations are being requested an exemption; and
 2. Reasons for an exemption that reflect but are not limited to the above stated criteria; and
 3. Any other relevant documentation or information as determine by the Director.

- C. The Department will approve or deny exemption requests within thirty (30) business days after receipt of a complete request.

XVIII. APPEAL PROCESS

- A. Any applicant or permit holder shall have the right to appeal the issuance of any written warning, violation and/or assessed fine, or denial, suspension or revocation of a valet parking zone permit associated with these Rules and Regulations. An appeal must be filed no later than ten (10) days from the date of issuance of the written warning or violation. The appeal shall be on a form provided by the Department, which, at a minimum, shall contain the following information:
 - 1. The name, address, telephone number, and email address of the applicant or permit holder; and
 - 2. The reason for the appeal.
- B. Any other information requested by the Department for the purpose of processing and considering the appeal under the requirements of these rules and regulations. The Department may request comments from the applicable area commission, civic association, business association, and/or special improvement district.
- C. The Director will review each appeal and provide a decision within fifteen (15) business days of receiving the appeal and supporting documentation.
- D. The Director's decision on an appeal shall be final.

BY ORDER:



JENNIFER GALLAGHER, DIRECTOR
DEPARTMENT OF PUBLIC SERVICE

