

Cleveland Ave

2022 ANNUAL REPORT

# DEPARTMENT OF PUBLIC SERVICE EVERYDAY IMPACT



THE CITY OF  
**COLUMBUS**

ANDREW J. GINTHER, MAYOR

DEPARTMENT OF  
PUBLIC SERVICE

## A MESSAGE FROM **MAYOR GINTHER**



The Department of Public Service made a tremendous impact in our community in 2022. The breadth of what the team does every day in our neighborhoods supports safe and equitable mobility, sustainability and a healthy environment, and ever-improving essential services delivery.

The department achieved notable accomplishments in 2022 — some are highlighted in this Annual Report. These achievements mean better quality of life, and they exemplify the commitment to continuous improvement. Public Service strives to do more, and to do it better.

Their work was integral to progress made in 2022 on our transportation capital investments, and to doing more to help move the city closer to achieving clean neighborhoods and critical Climate Action Plan goals. More progress was made, too, on LinkUS and Vision Zero Columbus, critical initiatives Public Service is leading with partners to ensure safe and equitable travel as our community keeps growing and transportation needs change.

The essential city services that impact residents' lives every day remained core to what Public Service delivered in 2022 — from trash and recycling pickup, to resurfacing, street maintenance and snow plowing, to managing the city's traffic signals and signage, pavement markings and crosswalks.

The impact made by Public Service means a better community for all of us. Undoubtedly, they will keep reaching higher in 2023.



## A MESSAGE FROM **DIRECTOR GALLAGHER**



Every day, the Department of Public Service positively impacts quality of life in neighborhoods all around our growing city. The work that we do focuses on the core services residents depend on, and so much more.

Across our entire Public Service team and all five of our divisions — Design

and Construction, Infrastructure Management, Mobility and Parking, Refuse Collection and Traffic Management — we continued to push ourselves in 2022, to pursue doing more, and doing it better, for the good of residents and our community.

How could trash and recycling collection services better support clean neighborhoods and sustainability? How might safety be further enhanced for all forms of travel on our city roadways? Could more technology and robust data collection positively impact and improve our service delivery?

The department's aspirational thinking has led to continuous improvements in how we deliver and implement services, programs and initiatives as our city nears a population of 1 million people in an area covering approximately 225 square miles.

This Annual Report features a few of our 2022 accomplishments that have made an impact.

These achievements often resulted from conversations and collaboration with residents, with community leaders and advocates, and with our project partners and other city departments. Collaboration continues to play an important role across all Public Service efforts.

It was an honor to serve Columbus residents in 2022. We pledge in 2023 to carry on with more innovative thinking and reliable service delivery that has real impact on safety, mobility and quality of life.



# FROM THE DIRECTORS OFFICE

The Director's Office **leads and supports the operations of all five divisions** in the Department of Public Service, to **positively impact neighborhoods throughout the city**. The divisions of Design and Construction, Infrastructure Management, Mobility and Parking, Refuse Collection and Traffic Management were supported in 2022 by the fiscal, hiring and training, communications, and data and asset management services teams in the Director's Office.

## The Human Resources Payroll team was recognized as the highest performing payroll team across city departments.

The Office of Support Services managed the department's financial operations in 2022, including the annual operating budget of more than \$164 million and capital budget of \$171 million.

In 2022, OSS advertised 27 construction projects for infrastructure throughout the city and 18 requests for proposals for additional projects. It created 320 ordinances for City Council consideration to authorize professional services, construction contracts and other legislation for Public Service operations.

The department's **Communications Section** responded to approximately 300 local, regional and national media inquiries in 2022. In addition, the team was involved in planning and attending numerous community and public involvement meetings; outreach and communications with city area commissions, neighborhood leaders and residents; and responding to many 311 service requests from residents regarding Public Service projects and programs. Frequent communication of Public Service news, events and operations information was shared in 2022 through the department's social media platforms and newsletters.

**Human Resources** had its largest recruiting year to date, with a new hire or promotion occurring for almost every work day during 2022. Its efforts to bring more diversity to our Public Service workforce included attracting more qualified women to male-dominated positions.

A unique department partnership with the Ohio Reformatory for Women in Marysville resulted in six women post-release being employed by Public Service. In 2022 the program was featured in a local news story. The women, graduates of the reformatory's accredited vocational and horticulture programs, possessed skills that fit entry-level positions in the divisions of Infrastructure Management, Refuse Collection and Traffic Management.

Three of the women have earned promotions since becoming employed by the department.

HR's Occupational Health and Safety Officer set up an in-house commercial driver's license program to train employees to earn their CDL and be eligible for promotions. The program, used by Public Service and the Department of Recreation and Parks, resulted in nine employees earning CDLs by the end of 2022.

## The city saved an estimated \$75,000 from Public Service investigations of locations not properly restored by contractors working in the right of way.

The **Data Solutions and Compliance Group**, with Right-of-Way Permits, Information Management and Asset and Performance Management duties, furthered its contributions to the department in 2022, one year after it was established.

The group's oversight of the public right of way and updates and improvements to datasets and applications in 2022 allowed for better asset management.

Efforts by Data Solutions and Compliance in 2022 included development of a program to track lane and road closures and roadway steel plate locations, migrating the city's Warrior Watch application to a cloud solution with updated reporting functionality, and studying equity and other factors to determine the best placement of public electric vehicle charging stations in the right of way.



Refuse driver Dave Carlson's collection route was anything but routine when he noticed a puppy struggling to get out from under trash in a dumpster he was about to service. Dave immediately called his supervisor, Logan Sieg, who arrived and climbed into the dumpster to rescue the puppy.

The pup was taken to the Refuse Collection Alum Creek station, where employees treated it to water and peanut butter crackers until Franklin County Dog Shelter staff could arrive. Just a few days later, a family adopted the puppy.

Dave and Logan's heroic actions attracted local, regional and national media coverage and much gratitude from countless animal lovers through social media.

# PUBLIC SERVICE IMPACT BY THE NUMBERS IN 2022

## INFRASTRUCTURE MANAGEMENT

- ★ 48,400 lane miles serviced during snow and ice
- ★ 7,000 feet of roadway cracks sealed
- ★ 20,800 lane miles of city streets swept
- ★ 10,300 tons of right-of-way debris collected
- ★ 8,800 potholes repaired
- ★ 5,000 right-of-way inspections performed

## DESIGN AND CONSTRUCTION

- ★ 42 lane miles on 76 streets resurfaced
- ★ 5+ miles of sidewalk constructed
- ★ 902 ADA curb ramps installed
- ★ \$250 million of active construction projects managed

## MOBILITY AND PARKING

- ★ 12,000+ paid on-street parking spaces maintained  
160 parking kiosks | 200+ parking meters  
100+ mobile pay zones
- ★ 11,100+ parking permits issued
- ★ 5,579+ kilograms in greenhouse gas emissions saved at EV chargers

## REFUSE COLLECTION

- ★ 311,030 tons of municipal solid waste collected
- ★ 11,336 tons of bulk items collected
- ★ 4,615 tons of illegal dumping & 4,161 tires collected
- ★ 29,602 tons of residential recyclable materials collected
- ★ 19,611 tons of yard waste collected
- ★ 10,589 90-gallon residential trash containers delivered or replaced
- ★ 22 cases with 56 individual illegal dumping criminal counts filed
- ★ 56 civil violations for illegal dumping filed
- ★ \$7,636 billed to remediate illegal dumping costs

## TRAFFIC MANAGEMENT

- ★ 2,551 street name, traffic control and other signs installed
- ★ 280 pavement marking projects completed
- ★ 55 crosswalks installed or upgraded for Vision Zero safety enhancements
- ★ 17 intersections' traffic signals refurbished





# DESIGN & CONSTRUCTION

The Division of Design and Construction is active in neighborhoods throughout Columbus, as we plan, design and construct infrastructure for safe travel by pedestrians, bicyclists, motorists and transit users. These projects create mobility access to jobs, schools, healthcare and other services and amenities.



## IMPACT SPOTLIGHT

Reconstruction of E. Hudson Street through the heart of the Linden community kicked off in 2022 by the Division of Design and Construction. The \$19 million project was identified by the One Linden Plan as a catalytic project to connect the community and create equitable access for pedestrians and bicyclists along this key east-west corridor.

The division completed the project design and is managing construction that includes installing new main waterline and storm sewers, street lights and street trees. Improvements will be made to the east leg of the Hudson Street and I-71 intersection to create a gateway to Linden.

Reconstruction of the roadway will also add new sidewalk to the north side of Hudson and a shared-use path on the south side. The path is the first piece of the Central Ohio Greenways vision to create an east-west connection that ultimately links the Alum Creek Trail to the Olentangy Trail and the Scioto Trail.

In 2022, construction started on the first phase of the project, between Cleveland Avenue and McGuffey Road. The second phase will focus on the section of Hudson from McGuffey to I-71. Anticipated completion of the full project is fall 2024.

## MAKING AN IMPACT IN MORE WAYS...

A \$17 million project to improve S. Hamilton Road from Groves Road to Helsel Park was substantially completed in 2022 and includes new sidewalk and shared-use path and intersection upgrades. A similar project for \$18.5 million on N. Hamilton Road from Morse Road to Preserve Boulevard was also substantially completed in 2022.

Construction started in 2022 on a \$7.7 million project to improve Refugee Road from Winchester Pike to Hamilton Road with a bridge replacement, sidewalk, shared-use path and storm water improvements.





## INFRASTRUCTURE MANAGEMENT

The Division of Infrastructure Management leads essential infrastructure maintenance tasks such as roadway snow and ice control, street maintenance and sweeping and right-of-way litter abatement. It manages the public right of way and long-range planning for the city's bridge inspection and street pavement programs.



## IMPACT SPOTLIGHT

The Division of Infrastructure Management launched a pilot program in 2022 to train auxiliary city staff as snow plow drivers for a more aggressive approach to plowing residential streets sooner during accumulating snowfall.

The pilot and other winter weather operational enhancements were developed by the division's Snow Warriors team in 2022 to update the city's Snow and Ice Control Plan. Thanks to training they received from the Snow Warriors, the auxiliary city staff from the Department of Public Service and other city departments could assist with plowing approximately 1,950 lane miles of city residential streets when needed.

Other upgrades were made to the Snow Warriors' operations. Approximately 250 miles of residential collector streets were identified as a higher priority for plowing to expand safe and passable access in and out of neighborhoods. The department's Warrior Watch technology was updated, giving residents an improved tool on the city's website to check on the plowing status of their street during snowy conditions.

## MAKING AN IMPACT IN MORE WAYS...

In April 2022, Infrastructure Management's Street Maintenance team began implementing the city's upgraded street sweeping services to support an equitable approach to removing debris and pollutants along curbed streets.

The street sweeping program is environmentally focused to prevent pollutants from entering our waterways and to advance the city's sustainability goals.

The division's Pavement Management Section planned the 2022 resurfacing program, to pave 162 streets throughout the city with a capital investment of approximately \$23 million. The team also planned the 2022 project to repair 25 brick and concrete streets.



## MOBILITY & PARKING

The Division of Mobility and Parking holistically manages the city's parking services and mobility planning to support equitable access and best use of the curb lane in our urban neighborhoods. As Columbus continues to grow, the division's expanded focus encompasses planning for many modes of transportation to create safe connections to jobs, education and other opportunities.



## IMPACT SPOTLIGHT

On-street parking payment was uniformly modernized in core city neighborhoods when the Division of Mobility and Parking replaced more than 3,000 single-space meters with 148 multi-space parking kiosks in May 2022.

The conversion to pay-by-plate kiosks replaced meters in downtown Columbus, the Brewery District, Short North and University District. The ParkColumbus app remained a mobile pay option with the new kiosks. The functionality was upgraded for smartphone users as well as additional mobile payment options for those without a smartphone, including scan-to-pay, text-to-pay and call-to-pay.

As part of the conversion, the department's sign maintenance team installed almost 5,000 new signs to help motorists who are parking identify payment zones and kiosk locations. Some handicapped-accessible and 30-minute meters were kept in place.

To educate the public about how to use the kiosks and the ParkColumbus technology, a robust campaign was developed and implemented that featured the popular series of "My Buddy Charles" videos.

## MAKING AN IMPACT IN MORE WAYS...

In summer 2022, Mobility and Parking partnered with the Short North Alliance, COTA, Lyft and Uber to pilot a program designating late night-drop-off and pickup zones along High Street to create safer, more convenient travel for rideshare users.

Eight Short North bus stops not in use by COTA during late night hours were signed for the zones. The successful pilot remains in place to support mobility options, better manage curb demand and create safer traffic flow in the busy Short North.

The newly constructed Starling Street parking garages opened on the Scioto Peninsula to provide more than 1,400 public parking spaces and 18 dual port electric vehicle charging stations.





# REFUSE COLLECTION

The Division of Refuse Collection visits every Columbus household weekly for a basic service all residents depend on – trash collection. The division’s overall efforts are critical to achieving Columbus Climate Action Plan sustainability goals through recycling and yard waste collection, education to Recycle Right, and expanded services and pilot programs designed to reduce landfill waste disposal.



## IMPACT SPOTLIGHT

The Division of Refuse Collection served residents in 2022 with sustainability pilot initiatives to support reduce, reuse and recycle practices and divert household waste from the landfill. Potential expansion of these efforts can help the city achieve the Climate Action Plan goal of carbon neutrality by 2050 through waste diversion from the landfill.

During November, the division hosted our first pumpkin and gourd drop-off location to divert this organic waste from the landfill, and residents brought more than 6 tons. These items are not collected with yard waste because they decompose differently.

On the Saturday after Christmas, hundreds of residents visited a one-day drop-off event at the division’s Alum Creek station to properly dispose of, recycle or donate old electronics, cardboard and paper materials, gently used clothing and non-perishable food.

More than 15 tons of materials were collected and diverted from the landfill including over 12 tons of electronics. Clothing and food were donated to Goodwill Columbus and the Mid-Ohio Food Collective, respectively.

The pilot was an opportunity to gauge potential participation for similar drop-off services the city plans to offer at new Refuse Collection Waste and Reuse Convenience Centers in 2023.

In a partnership with The Ohio State University Office of Student Life and the University District Organization, Refuse Collection expanded services to make it easier for students to go green when moving out of and into off-campus housing before the 2022 fall semester.

In addition to the extra bulk collection Refuse traditionally provides during move out/move in, services were added at several locations to encourage students to drop off recyclables, electronics, non-perishable food and clothing rather than throw them away. More than 6 tons of cardboard was collected to recycle and divert from the landfill as a result.

In another off-campus sustainability pilot, the division provided green recycling boxes to 20 participating student households to collect aluminum cans on OSU home football game days. Their commitment to using the boxes collected more than 2,100 pounds of recyclables.



## MAKING AN IMPACT IN MORE WAYS...

Refuse Collection partnered with Crime Stoppers of Central Ohio in 2022 to post photos of suspected illegal dumping offenders caught on camera. The community’s help to identify offenders aids the division in prosecuting cases and reducing dumping in alleys. The first Crime Stoppers post resulted in the offender being identified and prosecuted.

More than 200 local volunteers made a big impact when KickButt Columbus! returned in 2022. The annual cleanup effort by Keep Columbus Beautiful raises awareness about the environmental damage caused by cigarette butt litter — the most littered item in the U.S. The volunteers picked up 14,757 pounds of litter at numerous highway entrance and exit ramps.

Columbus Litter League returned in summer 2022, with partners Huntington and the Columbus Clippers. Collectively, the 31 teams competing to pick up the most litter cleaned more than 77,000 pounds from city neighborhoods during the season.





## TRAFFIC MANAGEMENT

The Division of Traffic Management directs traffic planning, engineering and maintenance services to support safe travel for pedestrians, bicyclists, motorists and transit users. Its work is pivotal to implementing Vision Zero Columbus strategies to end fatal and serious crashes on our city streets and elevate safety as the top priority on our transportation system.



## IMPACT SPOTLIGHT

The Division of Traffic Management worked with residents and community groups in several Columbus neighborhoods in 2022 to study and plan for improvements designed to eliminate serious crashes and create safer conditions for everyone who walks, bikes, drives and uses transit along busy corridors.

These efforts supported the first Vision Zero Columbus Action Plan, a major initiative led by the department to end deaths and injuries on city streets and support safe speeds.

On E. Livingston Avenue, which is on the Vision Zero High Injury Network, a road diet was implemented from James Road to College Avenue to slow vehicle speeds by reducing the travel lanes from two in each direction to one and reallocating space for a center turn lane. Median islands and improved crosswalks and traffic signals were added to enhance pedestrian safety.

On another section of E. Livingston Avenue, in Driving Park from 18th Street to Nelson Road, efforts began with residents and business, faith and community organization representatives to identify infrastructure changes that will reduce speeds and crashes.

In 2022, the division continued working with the community on the Bronzeville/Mt. Vernon Mobility and Safety Action Plan, to identify a preferred roadway design that will reduce crashes and improve safety for pedestrians, bicyclists and motorists along the corridor.

Detailed design of Mt Vernon Avenue improvements will occur in 2023 that will feature dedicated, separated bike lanes to narrow vehicle travel lanes and help slow speeds and shorten pedestrian crossing distances.

Traffic Management also launched a study of the Gender Road corridor, from Winchester Pike to Brice Road, to guide transportation safety improvements for all roadway users.



## MAKING AN IMPACT IN MORE WAYS...

To support Vision Zero Columbus strategies for safety improvements, Traffic Management installed or upgraded 55 crosswalks citywide and refurbished 17 traffic signalized intersections.

The division finalized Complete Streets planning for Indianola Avenue from North Broadway to Hudson Street that will add bike lanes and create a continuous network for bike travel from north of Morse Road to Downtown.



DRIVE SAFE. WALK SAFE. BIKE SAFE.

In the second year of its first two-year Action Plan, Vision Zero Columbus made great progress on implementing strategies to prioritize safety and protect the lives of those who travel by any means on the city's transportation system.

The department is a leader of the Vision Zero initiative to end all crash deaths and serious injuries on Columbus streets. With our partners, safety efforts were focused in 2022 on constructing and installing infrastructure safety improvements, changing policies and practices affecting our roadways, and building awareness about Vision Zero's mission.

**Vision Zero made an impact in 2022**

- ★ 55 additional city street crosswalks were installed or upgraded
- ★ Pedestrian refuge islands and flashing pedestrian signals were added at some locations
- ★ Safety improvements were made at more than 15 intersections
- ★ A multilingual education campaign expanded with multimedia messaging and in-person events
- ★ Crosswalk installation policies to enhance safety were completed



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Vision Zero joined traffic safety advocates in supporting passage in Ohio of hands-free distracted driving legislation. **The state legislature passed a law in late 2022 that prohibits drivers from using handheld electronic devices.** The law, which makes distracted driving a primary offense, took effect in April 2023.

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## VISION ZERO AMBASSADORS

In 2022, Vision Zero launched an Ambassador Program to engage with residents in neighborhoods where people may have fewer choices about how, when and where they travel. This may increase safety risks.

Five trained Ambassadors, fluent in several languages, talked with more than 2,000 residents about Vision Zero principles and adopting safe travel behaviors. In these small group conversations, the Ambassadors reached people of all ages and backgrounds at many places — recreation centers and parks, places of worship, neighborhood and back-to-school events and major Columbus festivals and attractions.

The LinkUS mobility and growth initiative advanced in many ways during 2022, with the department being a leader in planning and design of rapid transit solutions that will make it easier to walk, bike or take public transit in our region's busiest areas.

LinkUS partners the City of Columbus, Central Ohio Transit Authority, Franklin County and Mid-Ohio Regional Planning Commission are working together to create this integrated mobility system as the region's population is projected to grow by more than 3 million people by 2050.

LinkUS will help to address growth, affordability and opportunity gaps in our community.

In 2022, work continued on the three LinkUS corridors in design: West Broad Street, East Main Street and Northwest. The West Broad Street and East Main Street Corridors were accepted into the Federal Transit Authority (FTA) Capital Investment Grant (CIG) process in the fall 2021. The Northwest Corridor is anticipated to enter this grant process in the first quarter of 2023.

The LinkUS partners and downtown stakeholders began planning the correct alignment of the Main Street corridor. Additionally, studies were either started or planned that will impact the design of the Northwest Corridor. These studies will identify feasibility of transportation projects that improve access to and from the western Ohio State University campus area, Twin Rivers Drive and Dublin Road.

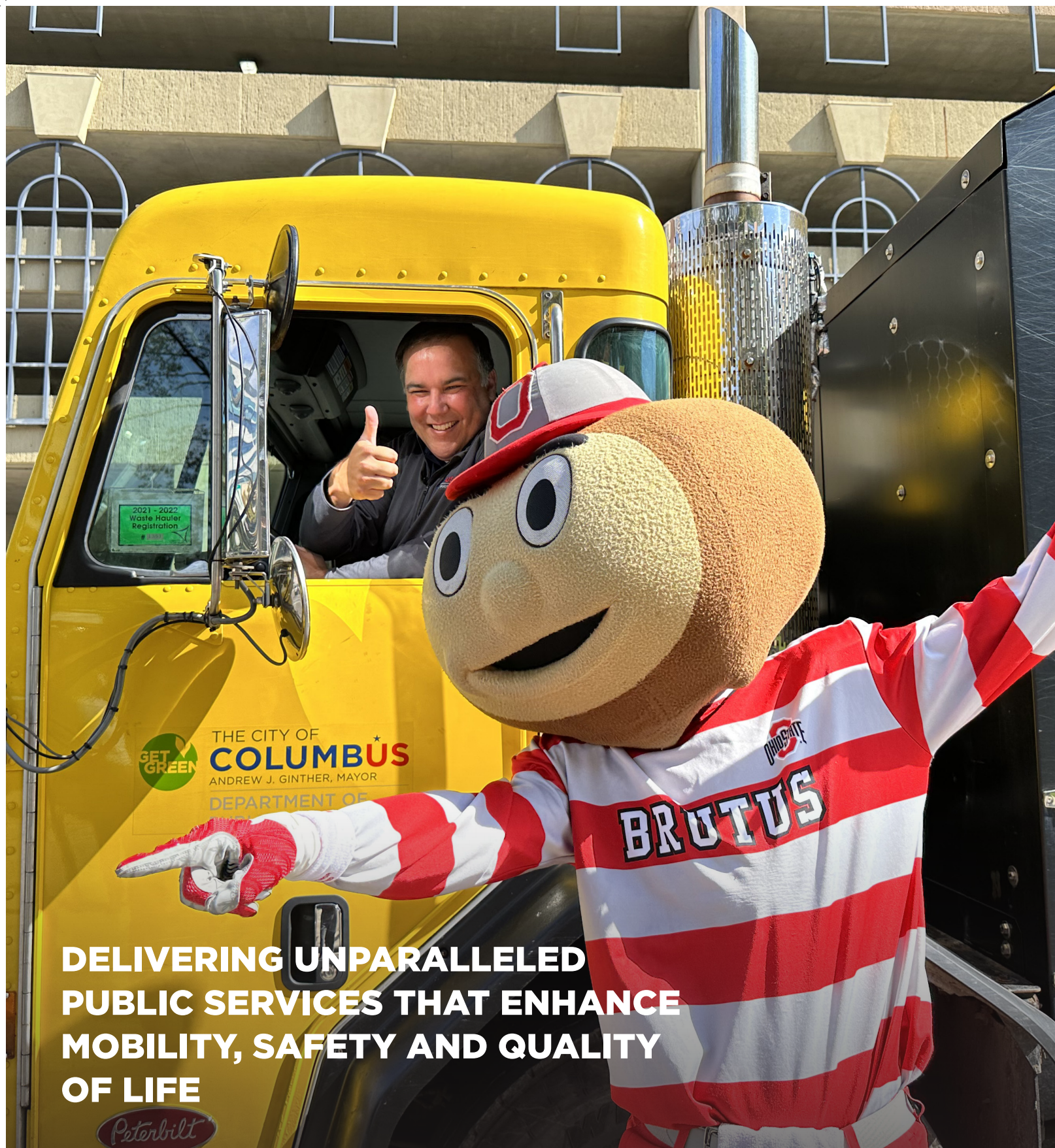
### ALSO IN 2022

Renderings of the first LinkUS transit stations for development along the corridors were shared.

The LinkUS Leadership Coalition approved the Community Action Plan that showcases the Who, What, Why and How for investment in mobility through the LinkUS mobility program. The LinkUS initiative focuses on equity, affordability, economic development, sustainability, innovation and workforce development.

Legislative changes to help bring rapid transit to our region were approved by the Ohio legislature.





**DELIVERING UNPARALLELED  
PUBLIC SERVICES THAT ENHANCE  
MOBILITY, SAFETY AND QUALITY  
OF LIFE**

**THE DEPARTMENT OF PUBLIC SERVICE**

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