

# Division of Mobility & Parking Services

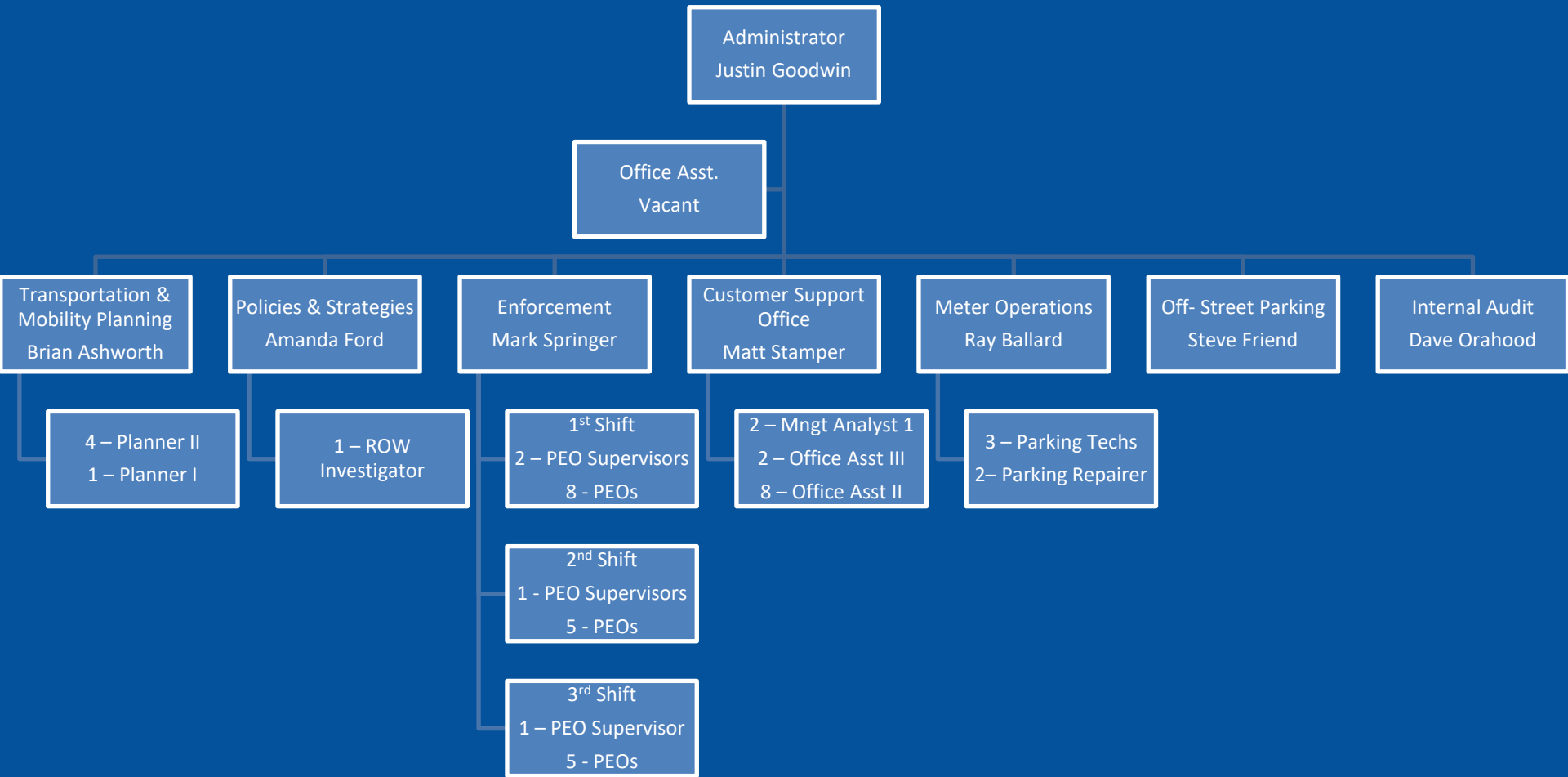


THE CITY OF  
**COLUMBUS**

ANDREW J. GINTHER, MAYOR

DEPARTMENT OF  
PUBLIC SERVICE

2022-24 ACCREDITED  
**PARKING**  
ORGANIZATION®  
WITH DISTINCTION



# Mobility & Parking Services: Who We Are

## *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.*

# 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 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:

- Transportation and Mobility Planning
- Business Office & Meter Operations
- Enforcement
- Policies & Strategies
- Off-Street Operations
- EV Charging & Special Projects



# Transportation & Mobility Planning

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

## Key Initiatives

- 6 staff members
- LinkUs corridor planning
- BikePlus
- CoGo Bike Share
- Micromobility





# 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 (2023)

- 13 staff members
- Issued nearly 12,000 permits
- Processed 14,068 ticket disputes
- 16,651 vehicle releases
- Averaged 131 calls & 58 emails per day

The screenshot shows the 'Pay a Ticket' page on the City of Columbus website. The header includes the city logo, navigation links for Services, Community, Business & Development, and Government, and a search bar. 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 contains a paragraph explaining that tickets must be paid within 10 days to avoid penalties, with an additional 30-day grace period for unpaid tickets. It lists accepted payment methods: cash, check, money order, credit, and debit card (Visa, Mastercard, Amex, and Discover). A 'Payment Options' section features four buttons: 'Online', 'By Phone', 'By Mail', and 'In-Person'. Below these buttons, a note states that online payments are accepted with credit/debit cards and that users should have their ticket or license plate number ready. To the right, a 'Contact' sidebar provides the address for Parking Services (2700 Impound Lot Road, Columbus, OH 43207) and contact numbers for phone (614) 645-6400 and fax (614) 645-7357. A 'Related Links' sidebar includes links for 'Find an Impounded Vehicle', 'Permit Parking Portal', 'Permit Eligibility Map', and 'Helpful "How To" Video'.

# 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 (2023)

- 22 staff members
- 156,658 citations issued
- Over \$6 million in citation revenue

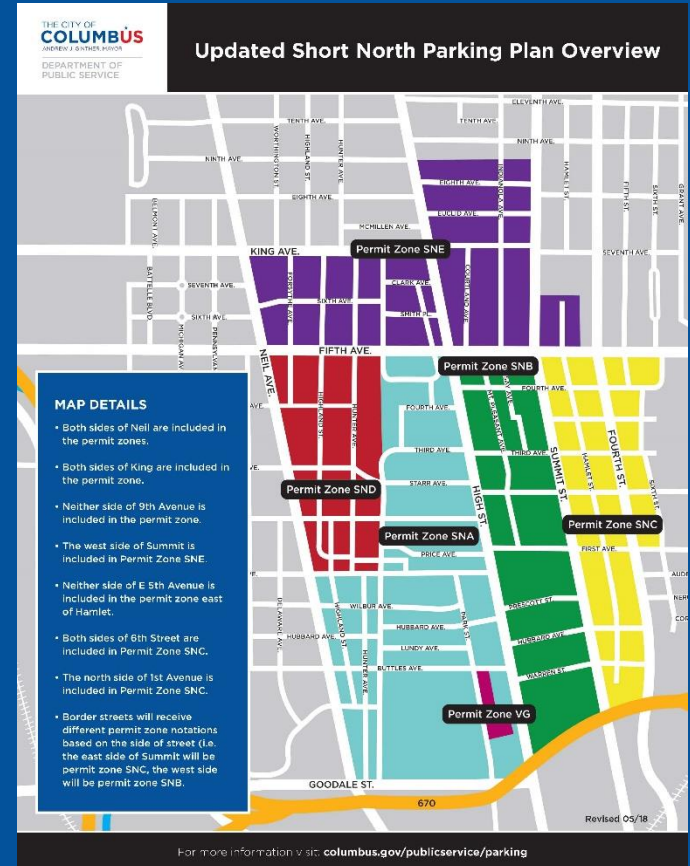


# Policies & Strategies

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

## Key Initiatives

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





# 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 (2023)

- 6 staff members
- 238 single space “smart” meters
- 8 IPS kiosks & 140 Flowbird kiosks
- Varying rates & time limits by area
- Approx. \$7.59 million in paid parking revenue
- 90% of revenue, 86% of transactions generated in ParkColumbus



# 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 (2023)

- Six parking garages with more than 4,100 spaces
- Three surface lots with more than 200 spaces
- Approx. \$6 million in parking revenue



# Contact Us

[www.parkcolumbus.com](http://www.parkcolumbus.com)

[parkingservices@columbus.gov](mailto:parkingservices@columbus.gov)

1-614-645-6400

2700 Impound Lot Road

Columbus, OH 43207