

Mobility & Parking Services, City of Columbus
Permit HW Parking Management Plan
Neighborhood Parking Permit Program Information Packet
August 1, 2024

Dear Current Resident/Owner,

You are receiving this information packet because you either live or own property in Harrison West that will be impacted by the new Parking Management Plan. The Division of Mobility & Parking Services has been working with your neighborhood to change parking policy as parking demand has increased in the area. Nearly all streets within the new HW permit zone will require a parking permit to park longer than three (3) hours between the hours of 8 am and 10 pm. Please see the map in the packet for the permit boundaries and eligible addresses. Buying permits will help ensure you maintain access to parking near your home.

This information packet includes the following information for your review:

1. **Permit Information** summarizing permit eligibility and fees.
2. **Permit Application Information** to begin the process of applying for a permit(s).
3. **Neighborhood Permit Parking Map** indicating permit zones.
4. **Frequently Asked Questions** to help you manage your online customer portal.

The posted parking restriction in your area will require all vehicles parked on-street to have a valid HW parking permit to park in exempt of the three-hour restriction.

Residents can begin applying for permits on **Tuesday, October 1, 2024**. Please allow up to ten (10) business days to process your permit request. There are multiple ways to apply for a permit, including:

1. **By Web:** Visit www.parkcolumbus.com and click on *Permit Parking Portal*
This will be the quickest and easiest way to obtain your permit(s).
2. **In-Person:** Parking Services
2700 Impound Lot Road
Columbus, Ohio 43207
3. **By Mail:** Parking Services
Attn: Permit Parking – Permit Zone HW
2700 Impound Lot Road
Columbus, Ohio 43207

Please note, sign installation will begin in your neighborhood in October. Permits will be required and regular parking enforcement of the posted restriction will begin on **November 4, 2024**. Those vehicles parked on-street longer than three (3) hours after November 4th without a valid permit will be issued a citation.

If you have questions, please email parkingservices@columbus.gov.



Permit Information

Eligibility:

Any resident that lives at an eligible HW Permit Zone address and can provide proof of residency are eligible for one (1) parking permit per licensed driver. Proof of residency consists of:

- Valid government-issued photo ID (driver's license)
- One of the following (*address must match address where the applicant is requesting permits*):
 - o Current lease signed by the landlord and tenant;
 - o Mortgage statement or property tax bill; or
 - o Electric, gas, landline telephone, or water bill dated within the past 30 days.

Please have these documents available when you apply online, in person, or by mail.

Please Note: Applicants are required to pay all outstanding parking tickets before obtaining a permit.

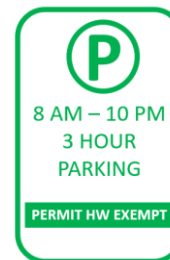
Fees:

- Resident permit: \$25 per permit, per year.
- Resident guest permit: \$25 per address, per year. A maximum of 300 one-day (24 hour) guest passes are also available for \$3.00 each.
- **Applicants that meet specific income guidelines are eligible for discounted residential permits for \$10 each.** To be eligible, an applicant must meet one (1) of the following requirements and provide a letter of participation or proof of receiving benefits from the issuing program:
 - ❖ Social Security Benefits
 - ❖ Ohio Food Assistance Program
 - ❖ Ohio Medicaid
 - ❖ Low Income Energy Assistance (LIHEAP)
 - ❖ Home Energy Assistance Program (HEAP)
 - ❖ Ohio Works First (OWF)
 - ❖ Public housing benefits

The applicant is required to provide proof of participation upon permit renewal to verify the applicant still meets specific income guidelines.

On-Street Restriction:

- 3-hour public parking is permitted daily 8 am to 10 pm. The HW permit is exempt from the 3-hour time limit. There is no overnight parking restriction.



Online Application Process (Tuesday, October 1, 2024):

Prior to applying for your permit, we recommend watching the *Helpful How To Permit Video* that provides step-by-step instructions on applying for your permits.

The video can be found at www.parkcolumbus.com under *Related Links*.

Please have electronic copies of your government-issued photo ID (driver's license) and proof of residency. You can either scan these documents or take a picture and have them ready to upload.

Applying online will be the quickest and easiest way to obtain permits. Go to www.parkcolumbus.com and click on *Permit Parking Portal*. If you are new to permit parking, click on *Request a Permit*. Enter your address and hit *Continue*. You will enter the required information and start the application process. If you receive a message stating that your address is not eligible, please contact Parking Services at parkingservices@columbus.gov.



If you currently have a C permit, we will update your account and existing permits to reflect HW permit zone. Please log into your existing account prior to November 4th and verify that your account and permits have been updated. The changes will take place after October 1st.

Virtual Permitting:

Your permit(s) is linked to your vehicle's license plate number or your guests' license plate number. Enforcement staff will use license plate recognition (LPR) technology to easily enforce those permitted to park on the street. **You will not receive a physical permit sticker or guest hangtag.**

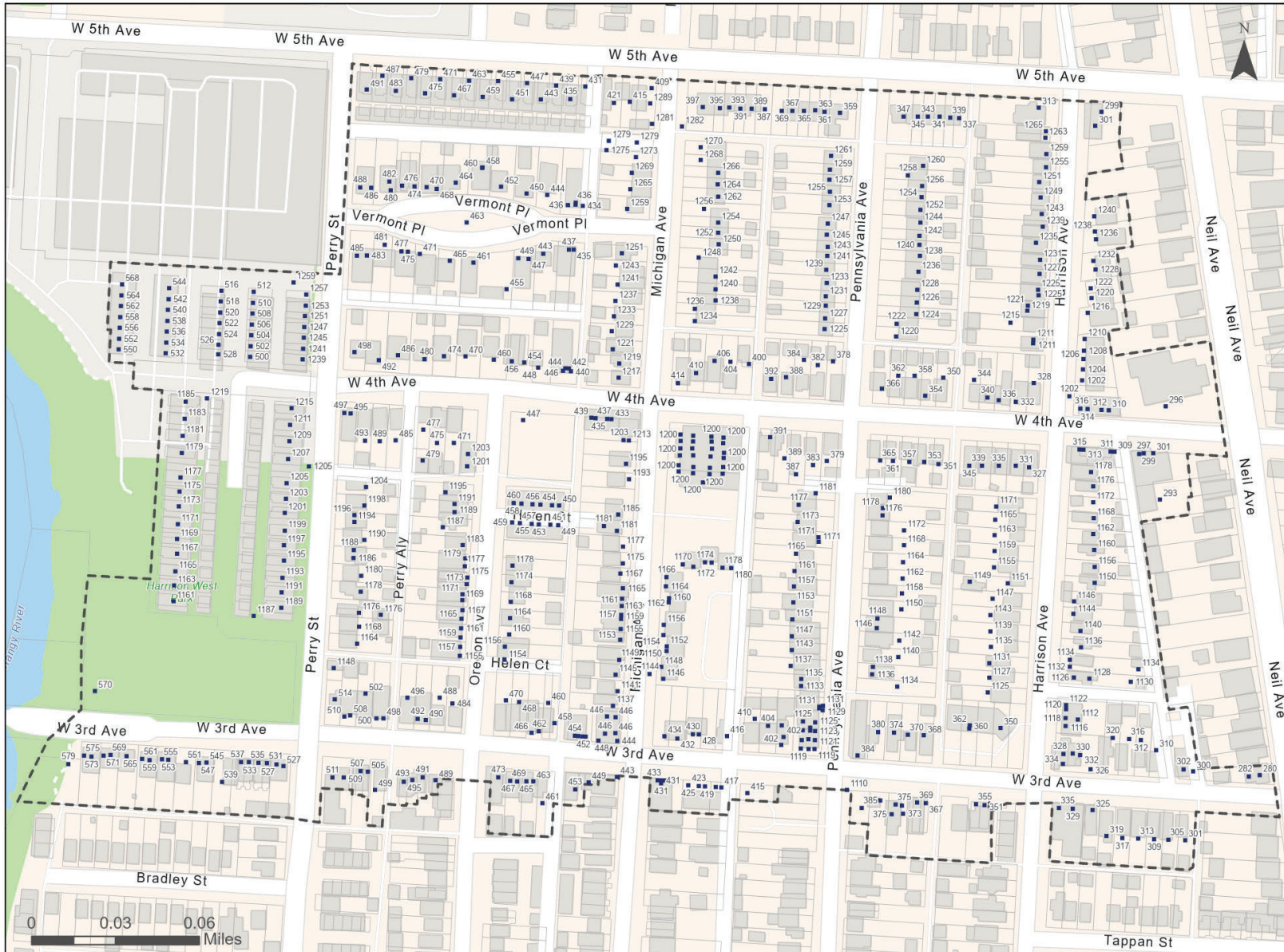
Guest Permits: A guest permit provides access for one guest to park on-street for an unlimited amount of time. You will need to log into your online account (www.parkcolumbus.com and click on *Permit Parking Portal*). Click on the guest permit and add the license plate of your guest. If the plate is already added to your favorites, de-select the current active plate and select the plate you wish to be active. Once complete, select *Update Permit*. You can change the plate associated with your guest permit at any time, but only one (1) plate can be active on the permit at a time.

If you do not have access to a computer or internet but have obtained a guest permit, you may call the guest permit call-in phone line at 614.645.7903. This is a voicemail system that is monitored each business day. When calling, be prepared to provide: the name of the permit holder, address, and account number; the state and license plate of guest; and the date and time you would like the guest permit activated. If you do not know your account number, please call our main line at 614.645.6400 during normal business hours (10 am – 5 pm) Monday through Friday.

24 Hour Guest Passes: Guest passes are purchased through the online customer portal. After you have logged into your online account, select *Request a New Permit* from your Permit Dashboard. If you have purchased a guest permit, you will be able to choose *24-hour Guest Pass* from the dropdown. Click on *Request Permit*. These passes can be purchased up to seven (7) days in advance and will require your guest's license plate number and the date and start time your guest will be arriving.

For more information about managing your permit and online customer portal, refer to the Frequently Asked Questions included in your packet.





Harrison West Parking Permit Eligibility

- Parking Permit Eligible
- Permit Eligibility Zone
- Parcels

City of Columbus Parking Permit Portal FAQ

- 1. How do I verify I am eligible to receive a City of Columbus Parking Permit?**
 - a. Visit our website at parkcolumbus.com and enter your address on the [Permit Eligibility Map](#).
- 2. What do I do if my address is eligible but I cannot locate it in the system?**
 - a. Email your proof of residency document to parkingservices@columbus.gov.
- 3. What are acceptable forms for proof of residency?**
 - a. Current mortgage statement, tax bill or purchase paperwork; current electric, gas or water bill; or signed lease.
- 4. What if my address is not eligible for permits but I live on a permitted street?**
 - a. Some properties built after Dec. 31, 2008, are not eligible for permits because they were designed for those choosing to live car-free. If your address is not eligible, please reach out to your property manager to inquire about off-street parking options.
- 5. How do I access the City of Columbus Parking Permit Portal?**
 - a. Visit parkcolumbus.com and select [Permit Parking Portal](#).
- 6. How do I register for a new Parking Permit Portal account?**
 - a. Select "Request a Permit" from the [City of Columbus Permit Parking Portal](#) homepage.
- 7. How do I login to my account?**
 - a. From the [Permit Parking Portal](#), click on Account Login and sign in with your email address and password.
- 8. How do I reset my password?**
 - a. On the [Account Login](#) page, select Forgot Password? Enter your email address to receive information on how to reset your password.
- 9. What information will I need to apply for a new City of Columbus Parking Permit?**
 - a. You need the name, phone number, email address, vehicle plate number, proof of residency document and current government issued photo I.D. of the permit applicant.
- 10. How do I respond to a denied Parking Permit email?**
 - a. Log into your Permit Portal account, click on the denied permit and upload the missing documentation indicated in the comments of the denial email received. Once complete, click on Update Permit in order to resubmit your application.
- 11. How do I pay for a Parking Permit?**
 - a. Log in to your Permit Portal account and click on the shopping cart icon at the top right of the page. From there you will be asked to enter your payment information to complete your purchase.



12. How do I apply for a new parking permit in my current Parking Permit Portal account?

- a. After you have logged in to your Permit Portal account, select "Request a New Permit" from your Permit Dashboard. From there, choose which permit type you require from the dropdown and request your new permit.

13. How do I add a new favorite plate to my Parking Permit?

- a. In your Permit Dashboard, click on the permit you wish to update and select the green button to Add a Vehicle. From there you will be able to store up to 20 vehicles you wish to assign to that permit. **Please be advised that only one vehicle plate may be active on a permit at a time.** Once complete, select Update Permit.

14. How do I change the plate assigned to my Parking Permit or Guest Permit?

- a. In your Permit Dashboard, click on the permit you wish to update. De-select the current active plate number and then select the plate you wish to be active. Once complete, select Update Permit. The assigned plate will stay active until you select a new plate to be active.

15. How do I request a Guest Permit?

- a. After you have logged into your Permit Portal account, select "Request a New Permit" from your Permit Dashboard. If your zone is eligible to receive a guest permit, you will be able to choose "Residential Guest" from the dropdown menu and click on "Request Permit."

16. How do I request a 24-hour Guest Pass?

- a. After you have logged into your Permit Portal account, select "Request a New Permit" from your Permit Dashboard. If your zone is eligible to receive a guest permit and you have purchased one, you will be able to choose "24-hour guest pass" from the dropdown. Click on "Request Permit." These passes can be purchased up to 7 days in advance and will require your guest's license plate number and the date and start time your guest will be arriving.

17. If I move addresses, how do I update my current Parking Permit?

- a. Parking Permits are non-transferable between zones. If you have moved to a new zone, you will need to apply for a new permit at your new address. If you have moved to an address within your zone, please contact us at parkingservices@columbus.gov with your proof of residency.

18. How do I renew my current Parking Permit?

- a. If you have received an email stating you may renew your permit, log in to your account and select the permit you wish to renew by clicking the "renew permit" icon on your permit dashboard and adding it to your cart for payment. For low-income permit renewals, updated documentation will be required for review and approval. Permit holders in UDB and UDC are not eligible to renew a permit and are required to apply annually.

19. How do I cancel my Parking Permit?

- a. If you would like to cancel your Parking Permit, please contact us at parkingservices@columbus.gov.

20. What if my address needs more permits than are allowed?

- a. You will need to file an appeal by completing the [Permit Appeals Form](#) and emailing the completed form to parkingservices@columbus.gov.

21. Where can I find information specific to the permit zone I live in?

- a. For more information about permit parking and eligibility requirements specific to your permit zone, visit www.parkcolumbus.com and see Parking Management Plans and Permit Parking.