



Building and Department Specific Operations beginning May 11

Safety precautions outlined in the Initial Reopening Plan apply to all open City facilities.

Please make every attempt to conduct business on the phone, by email or virtual meeting.

[Specific staff contact phone numbers and emails are available here](#)

Administration – Worthington Municipal Building

Weekday hours: 8am – 5pm

Phone: 614-436-3100

- The public is encouraged to conduct business by phone, email or online whenever possible.
- In person operations will resume at the Mayor’s Court counter, however court sessions are still on hold.
- The City Clerk’s counter will resume in person operations, however garage sale, block party, right-of-way solicitation and door-to-door solicitation permits continue to be suspended.
- The Finance Department counter remains closed to the public. Finance office services should be conducted either by phone or email.
- Income Tax assistance can be obtained online from the Regional Income Tax Authority (RITA) at ritaohio.com.

Service & Engineering

Weekday hours: 7:30 am – 4:30 pm

Phone: 614-431-2425

- The public is encouraged to conduct business by phone, email or online whenever possible.
- Because of limited space, the lobby is restricted to one person inside at a time.
- If you are dropping off documents, please leave them in the designated drop box in the lobby. Staff will contact you when they are ready to be picked up if necessary.
- Some public services that had been on hold will resume, such as street sweeping and repairs to storm basins, hydrants, streets, traffic signals.
- Yard Waste Drop-off will be available between the hours of 7:30am to 11:00am weekdays until further notice. Residents should pull up to the gate and call the Service office at 614-431-2425. You will be permitted in the gate after you have given your name and address. The gate will automatically open upon your departure.
- Service requests can be submitted online <http://www.worthington.org/RequestTracker.aspx>
- No vendors, consultants or contractors will be allowed without an appointment. All appointments will be conducted via phone or video conference when possible.
- [See all vendor and contractor safety protocols here](#)
- Permit applications can be processed online:
<http://www.worthington.org/DocumentCenter/View/6315/Service-and-Engineering-Service-Change->

Planning & Building

Weekday hours: 7:30 am – 4:30 pm

Phone 614-431-2424 or email planning@worthington.org

- The public is encouraged to conduct business by phone, email or online whenever possible.
- Appointments can be made if a person needs to conduct business in person.
- Because of limited space, the lobby is restricted to one person inside at a time.
- All applications and materials that must be dropped off in person must be placed in the marked drop box in the lobby. All applications will be processed the following business day.
- In most instances, in-person building inspections will not be conducted in occupied buildings. Some inspections may be conducted virtually. Please email building@worthington.org for information about your specific circumstance.

Parks & Recreation

Phone: 614-436-2743 – phones answered weekdays from 9am to 4pm.

- The Community Center and Griswold Center will remain closed.
- [See more information about membership extensions, program cancellations, and rental refunds/rescheduling.](#)
- Virtual recreation programming will be offered that will allow participants to register and participate virtually in fitness, sports instruction and other activities for all ages.
- These parks facilities remain closed:
 - Selby Shelterhouse
 - Godown Dog Park
 - Playgrounds
 - Pickleball courts
 - Tennis courts
 - Basketball courts
 - Skatepark at Olentangy Parklands
 - Restrooms at Olentangy Parklands, Perry and McCord Parks
 - All athletic fields
- Parks Maintenance crews will return to full in-person staffing.

Police & Fire

Non-Emergency Phone: 614-885-4463

- Divisions of Police and Fire buildings remain closed to the public
- Limited in-person fire inspections for time sensitive situations will resume.
- [Learn more about emergency and non-emergency service provisions here.](#)