



The Hilltop area of Columbus, located to the west of Franklinton, and specifically the Westgate neighborhood within it, was built on land previously utilized as Camp Chase during the Civil War. The camp was a Union military staging and training location, a portion of which was also used to house over 9,000 Confederate prisoners at one time.

DEPARTMENT OF BUILDING AND ZONING SERVICES

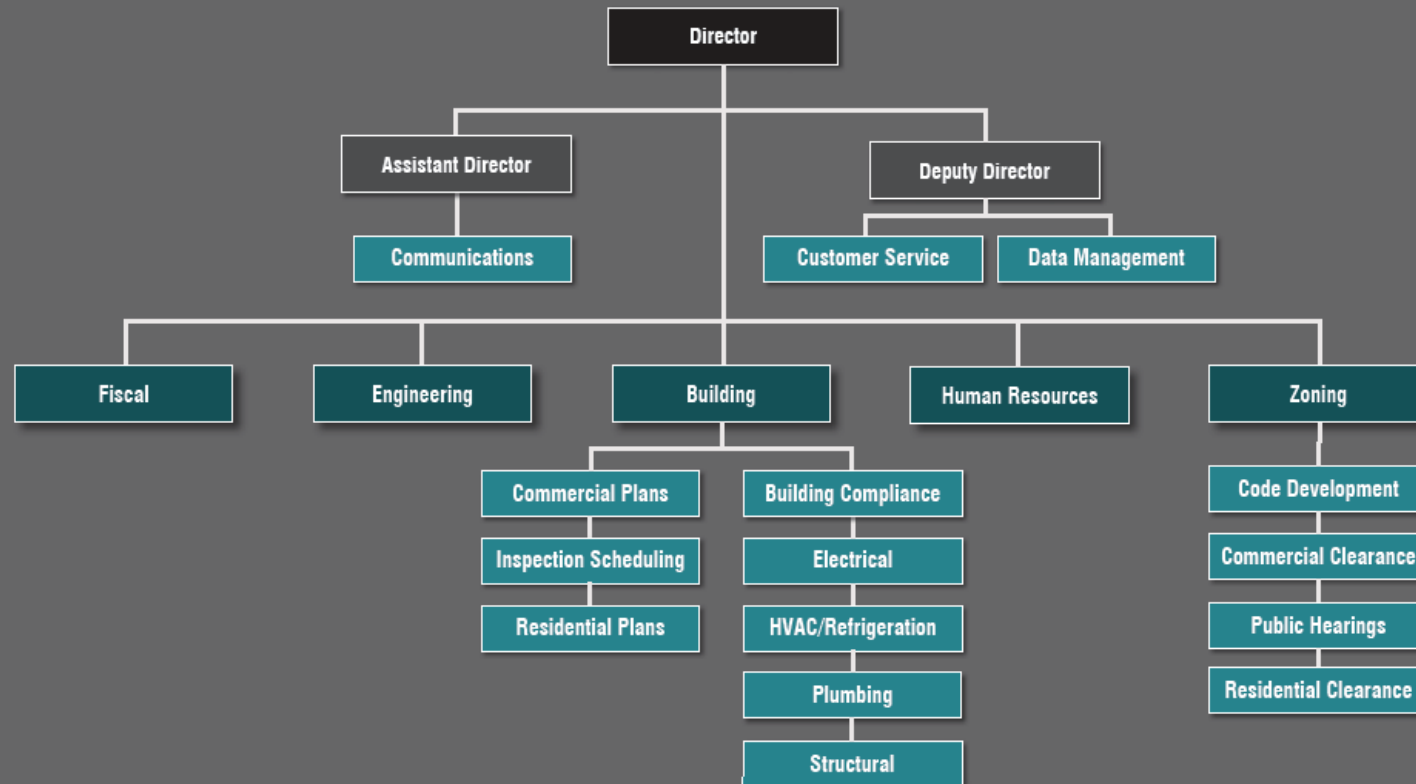
Department Description

The Department of Building & Zoning Services supports the safety and quality of life for the residents and visitors of the City of Columbus through the implementation of the Columbus Building and Zoning Codes.

Department Mission

To ensure safe, quality development in the City of Columbus.

Building and Zoning Services



Strategic Priorities for 2017

Operational Efficiencies

Provide quality service and efficiency in plan submission through the continuation of the preliminary plan review process in collaboration with all departments.

Continue to update, educate, and communicate new policies/procedures that will improve the building process in our community.

Continue cross-training staff on all aspects of the development process to meet MOU compliance.

Continue to manage necessary zoning code revisions such as definitions, residential standards, permitted uses, deletion of antiquated terms, and initiate necessary revisions to the Graphics Code.

Maintain an up-to-date website and continue to introduce effective information to the public.

Continue necessary upgrades to the existing Accela Automation software system to enhance processing time for permit application, to provide user friendly online permit tracking, and to offer additional online permitting options to the public.

Continue to reduce the wait at the intake counter through cross-training and improved processes and procedures.

Provide adequate job- and trade-related training to staff and continue to promote certification training and seminars.

Economic Development

Continue outreach training on an annual basis to the industry/development community to help lessen the plan review time and ease the development process.

Continue to partner with the construction industry in promoting safe, quality, and responsive services to consultants, contractors, and citizens of Columbus

Safety

Continue to enforce the Columbus Building and Zoning Codes throughout the permitting and inspection process.

Continue to provide all necessary safety resources and training to staff.

2017 BUDGET NOTES

The 2017 budget provides continued funding for technology upgrades and enhancements associated with the Accela platform, including electronic records storage, electronic plans review and submission, and expedited plans reviews. In addition:

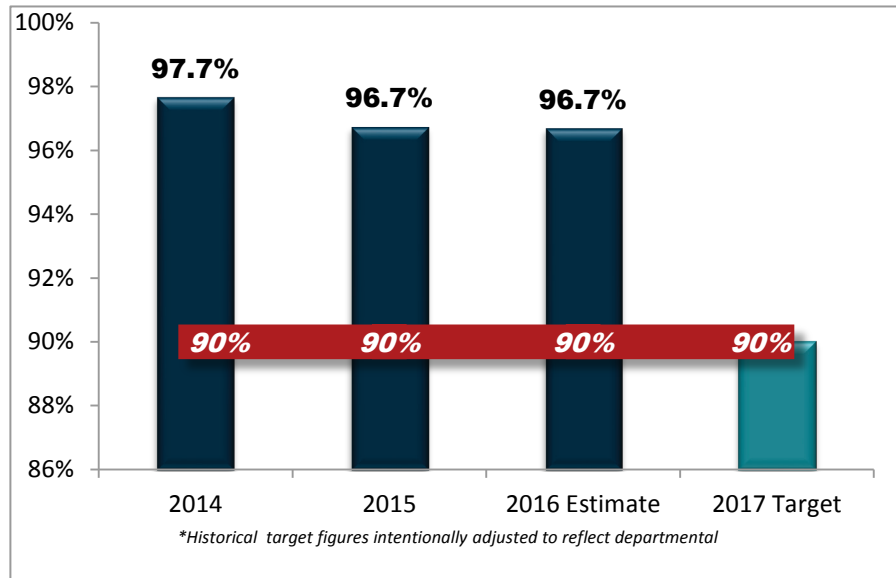
- The department will continue the electronic records storage project in 2017. This initiative will allow for the more expeditious processing of records requests and mitigate the risks associated with managing paper records. Over 5.7 million paper records will be digitized and stored electronically.
- The department will continue to streamline processes for customers in 2017 with online building permitting and review slated for completion during the budget year. These will complement online options for mechanical, electrical, and plumbing permits recently made available to customers.
- The department has budgeted \$280,000 for the replacement and upgrade of vehicles.
- The department will maintain staffing levels consistent with 2016. This includes 11 part-time positions which allow greater flexibility in scheduling and facilitates greater efficiency considering the cyclical nature of the industry.



PERFORMANCE MEASURES

Plan Review Completed Within 30 Calendar Days

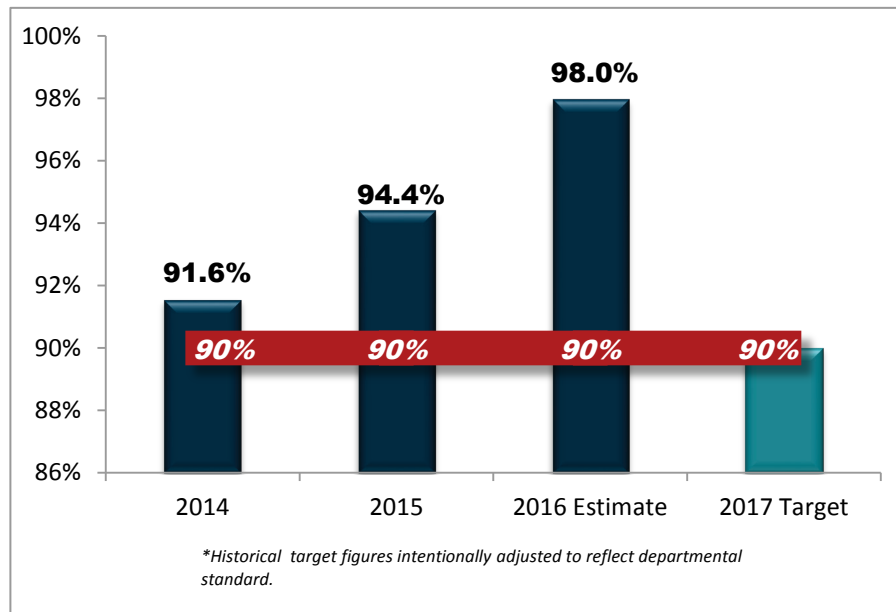
Percent of building plans reviewed for customers with approval or change requests



Through continued focus on promoting quality and responsive services to their customers, the percentage of plan reviews completed within 30 calendar days has continued to exceed the set target of 90 percent. At mid-year 2016, the division was on pace to complete 97 percent of plan reviews within the accepted timeline, keeping pace with last year's performance.

Industry Memorandum of Understanding Timelines Met

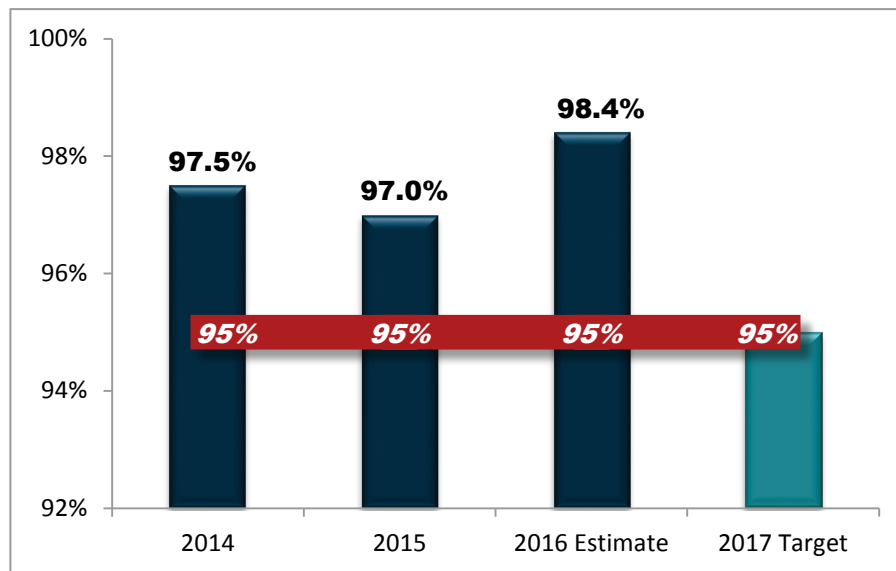
Percent of permits and reviews completed within the stated MOU timeline



Per a memorandum of understanding between the department and the industrial sector, the department has committed to meeting review and permitting timelines for private development projects, thus saving time and cost for the building industry. By mid-year 2016, the division reported meeting MOU timelines at 98 percent. Performance continues to steadily improve and the division continues to cross train staff on all aspects of the development process.

Inspections Completed Within One Business Day

Percent of structural and mechanical inspections completed



The percentage of inspections completed in one business day slightly declined in 2015. At mid-year 2016, the number of inspections completed within one business day exceeded 98 percent. Over the period, the division has consistently exceeded the minimum target of 95 percent and is demonstrating steady improvement through ongoing efforts to streamline processes and create efficiencies for customers.



Partial mural depicting the Civil War era Camp Chase of Westgate.

Department Financial Summary by Area of Expense					
Fund	2014 Actual	2015 Actual	2016 Budget	2016 Projected	2017 Proposed
Development Services Fund					
Personnel	\$ 13,338,429	\$ 14,233,968	\$ 15,369,131	\$ 14,876,423	\$ 16,108,291
Materials & Supplies	78,669	122,114	118,971	115,622	121,971
Services	2,742,993	2,650,576	3,444,766	3,313,009	3,745,790
Other	22,792	23,915	47,000	26,765	47,000
Capital	1,443,390	-	235,000	580,105	280,000
Development Services Fund Subtotal	17,626,273	17,030,573	19,214,868	18,911,924	20,303,052
Department Total	\$ 17,626,273	\$ 17,030,573	\$ 19,214,868	\$ 18,911,924	\$ 20,303,052

Department Personnel Summary					
Fund	FT/PT	2014 Actual	2015 Actual	2016 Budgeted	2017 Budgeted
Development Services Fund					
	FT	130	140	148	146
	PT	10	9	11	11
Total		140	149	159	157

Operating Budget by Program				
Program	2016 Budgeted	2016 FTEs	2017 Proposed	2017 FTEs
Fiscal	\$ 241,879	2	\$ 250,238	2
Human Resources	359,957	3	378,680	3
Administration	3,271,728	5	731,683	5
Data Management	1,118,384	9	831,236	6
Customer Service	1,742,420	16	1,841,408	17
Building Services	9,967,250	89	10,384,786	89
Engineering Services	625,872	6	776,701	5
Zoning Services	1,887,378	18	2,030,310	19
Internal Services	-	0	3,078,010	0
Department Total	\$ 19,214,868	148	\$ 20,303,052	146

For additional financial information related to the Department of Building and Zoning Services, please refer to the development services fund contained within the Special Revenue section.



2017 PROGRAM GUIDE

FISCAL

To provide leadership, direction, and support relating to fiscal functions for the department.

HUMAN RESOURCES

To provide leadership, direction, and support relating to human resources for the department.

ADMINISTRATION

To ensure all sections of the department operate at maximum capacity to provide prompt delivery of services to the citizens of Columbus.

DATA MANAGEMENT

To provide leadership, direction, and support relating to data management functions for the department.

CUSTOMER SERVICE

To provide prompt, accurate service to our customers and review and process applications for licenses and permits.

BUILDING SERVICES

To ensure the health and safety of the citizens of Columbus by reviewing plans for and inspecting residential and commercial structures.

ENGINEERING SERVICES

To provide efficient review of private development projects while ensuring compliance to city engineering and code requirements.

ZONING SERVICES

To review all drawings, site plans, graphics permits, lot splits requests, and rezoning and variance requests presented for compliance with existing Columbus City Code and other legislated requirements.

INTERNAL SERVICES

To account for the internal service charges of the department necessary to maintain operations.
