



Department Description

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

The department is organized into four distinct yet interconnected sections. Building, Zoning, Site Engineering, and Customer Service are the service areas that combine to ensure safe, quality development in the City of Columbus.

Department Mission

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

The **Building** section reviews plans, approves permits, and performs inspections to validate that a structure is safe to occupy. Before construction can begin, building plans must be approved to verify compliance with the State of Ohio and City of Columbus building codes. Inspections confirm that the work performed accords with the approved plans. Once the final inspection is approved, the department will issue a Certificate of Occupancy, which allows the structure to be used as intended.

The Columbus Zoning Code establishes distinct areas, or districts, throughout the city and provides specific land use and design standards for the area that lies within. The **Zoning** section reviews building permits and site plans to ensure that a project is consistent with the allowable standards for the property as set forth in the Zoning Code. Additionally, the Zoning section processes applications for rezoning and zoning variances that alter the standards for the underlying property.

The **Site Engineering** section coordinates with multiple agencies across the city to certify final site compliance before the start of a project. Because the development process can touch numerous agencies within the city, the Site Engineering section provides a single point of entry for site compliance approval. Depending on the nature of the project, a building permit cannot be issued until final site compliance is attained.

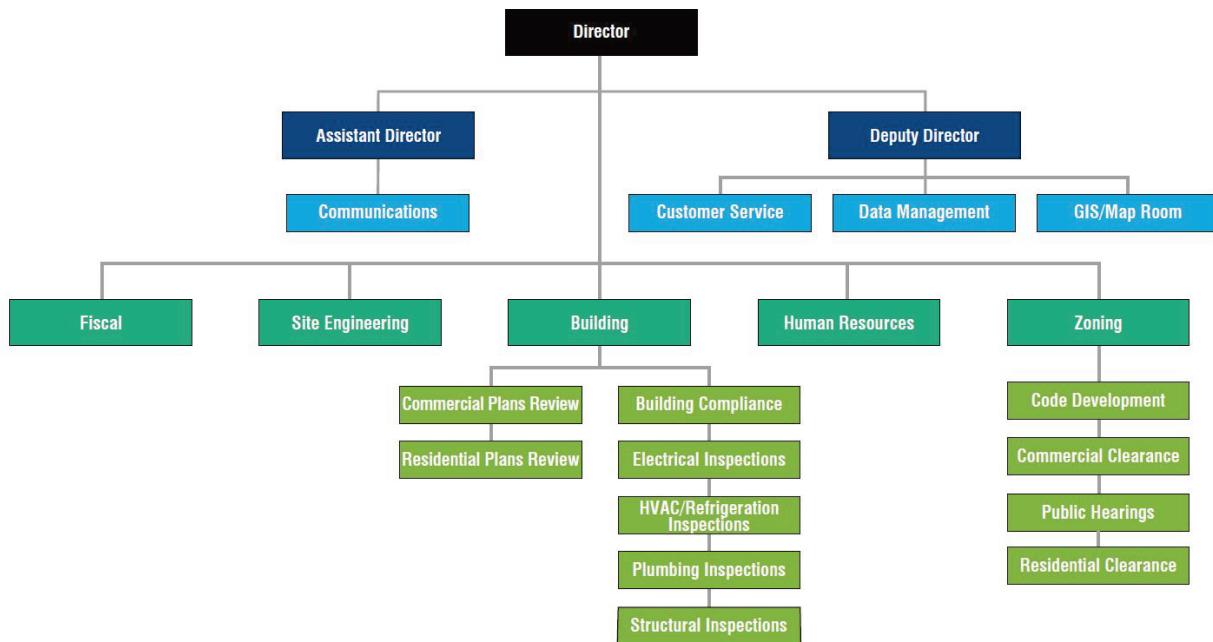
Budget Summary				
Fund	2017	2018	2019	2020
	Actual	Actual	Budget	Proposed
Development Services Fund	20,517,455	20,451,279	23,007,910	25,033,146
Department Total	\$ 20,517,455	\$ 20,451,279	\$ 23,007,910	\$ 25,033,146

Building and Zoning

The **Customer Service** section accepts and processes applications, and issues permits, contractor licenses, and registrations to perform work in the City of Columbus. Contractor licensing provides qualification standards to support quality construction. The department also provides an ever increasing number of services available online. It strives to deliver excellent customer service through the adoption of innovative technologies and continuous improvement.

The Department of Building and Zoning plays an integral role in the continued growth of the City of Columbus. Permitting, licensing, zoning, and site compliance ensure that the safety and quality of life of the citizenry are at the forefront of the development process.

Building and Zoning Services



Strategic Priorities for 2020

Innovation



Facilitate quality service and efficiency for plan submission through the preliminary plan review process, in collaboration with all departments.

Update, educate, and communicate new policies and procedures to improve the building process in our community.

Manage necessary zoning code revisions, such as definitions, residential standards, permitted uses, and deletion of antiquated terms. Maintain an up-to-date website for providing effective information to the public.

Invest in technology to expand online permitting options, electronic plans review, and automated inspection scheduling. Leverage existing technologies and seek new integrations to deliver a better and continuously improving customer experience.

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

Economic Development and Affordable Housing



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

Partner with the construction industry in Columbus to promote safe, quality, and responsive services to consultants, contractors, and residents.

Neighborhood Safety and Public Health



Enforce the Columbus Building and Zoning Codes throughout the permitting and inspection process.

Deliver all necessary safety resources and training to staff.

2020 BUDGET NOTES

The 2020 budget of \$25.03 million provides continued funding for technology upgrades and enhancements associated with the Accela platform, including electronic records storage, electronic plans review and submission, and expedited plan reviews. In addition:

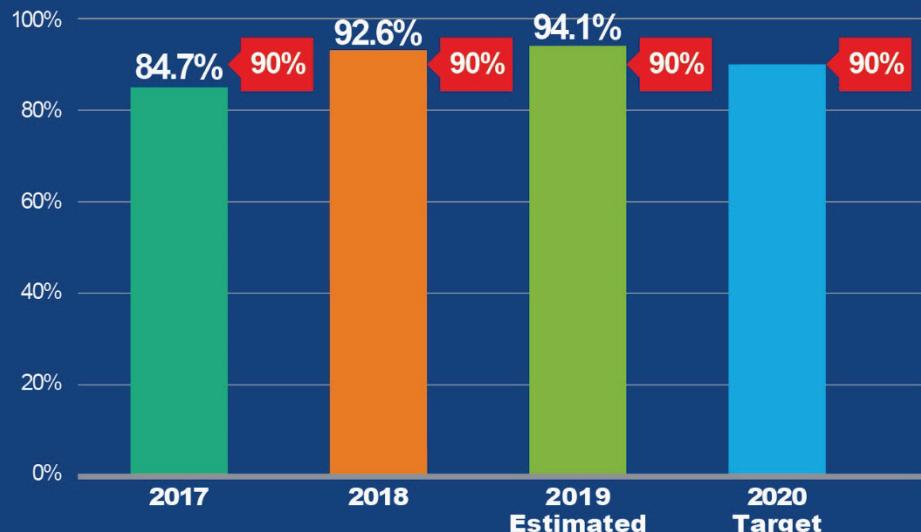
- The department will continue to streamline processes for customers in 2020 with online permitting and review. Currently, online permitting accounts for almost 57 percent of the department's total permit volume.
- In partnership with the Department of Technology, Building and Zoning Services plans to automate the scheduling of inspections received via phone-initiated requests in 2020.

PERFORMANCE MEASURES



Industry Memorandum of Understanding Timelines Met

Percent of permits and reviews completed within MOU timeline



Per memorandum of understanding (MOU) with private development stakeholders, the department has committed to meeting review and permitting timelines for private development projects, thus saving time and cost for the building industry. In 2020, the division will work to exceed the 90 percent MOU timelines.

Inspections Completed

Percent of inspections completed within one business day



The department typically exceeds the 95 percent standard each year. During 2019, the department projects to complete inspections within one business day over 99 percent of the time, on more than 80,000 inspections. The department is poised to exceed the standard again in 2020.

Building and Zoning

Financial Summary by Area of Expense								
Division	2017 Actual		2018 Actual		2019 Budget		2020 Projected	
Building and Zoning Services								
Development Services Fund								
Personnel	\$ 15,359,825	\$ 16,466,121	\$ 17,956,308	\$ 17,677,592	\$ 19,350,827			
Materials & Supplies	147,825	190,733	169,814	209,814	186,100			
Services	3,581,621	3,482,251	4,546,788	4,437,142	5,142,719			
Other	47,000	73,500	55,000	55,000	63,500			
Capital	881,184	238,674	280,000	236,403	290,000			
Transfer	500,000	-	-	20,000	-			
Development Services								
Fund Subtotal	20,517,455	20,451,279	23,007,910	22,635,951	25,033,146			
Department Total	\$ 20,517,455	\$ 20,451,279	\$ 23,007,910	\$ 22,635,951	\$ 25,033,146			

Department Personnel Summary								
Fund	2017 Actual		2018 Actual		2019 Budget		2020 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
Development Services Fund								
Building and Zoning Services	141	11	145	11	160	18	164	17
Total	141	11	145	11	160	18	164	17

Please note: In addition to the employees listed above, the department's 2019 and 2020 budgets include funding for the equivalent of one full-time position for the Attorney's Office and one for the Fire Division.

Operating Budget by Program						
Program	2019		2019		2020	
	Budgeted	FTEs	FTEs	Proposed	FTEs	
Administration	\$ 750,805	5	\$ 1,521,722	11		
Building Services	11,336,750	93	11,918,287	93		
Customer Service	2,073,566	18	2,204,504	18		
Data Management	948,288	6	936,250	6		
Engineering Services	1,332,404	12	1,264,574	10		
Fiscal	264,755	2	276,804	2		
Human Resources	385,064	3	432,892	3		
Internal Services	3,465,488	0	3,955,719	0		
Zoning Services	2,450,790	21	2,522,394	21		
Department Total	\$ 23,007,910	160	\$ 25,033,146	164		

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.



2020 PROGRAM GUIDE

ADMINISTRATION

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

BUILDING SERVICES

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

CUSTOMER SERVICE

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

DATA MANAGEMENT

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

ENGINEERING SERVICES

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

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.

INTERNAL SERVICES

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

ZONING SERVICES

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

Building and Zoning

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