



*The Cleveland Avenue White Castle was transported west on Arcadia, passing the Clintonville restaurant located at 2725 North High Street, to its new location at the Columbus Zoo in 1984.*

---

## DEPARTMENT OF BUILDING AND ZONING SERVICES

---

### **Department Description**

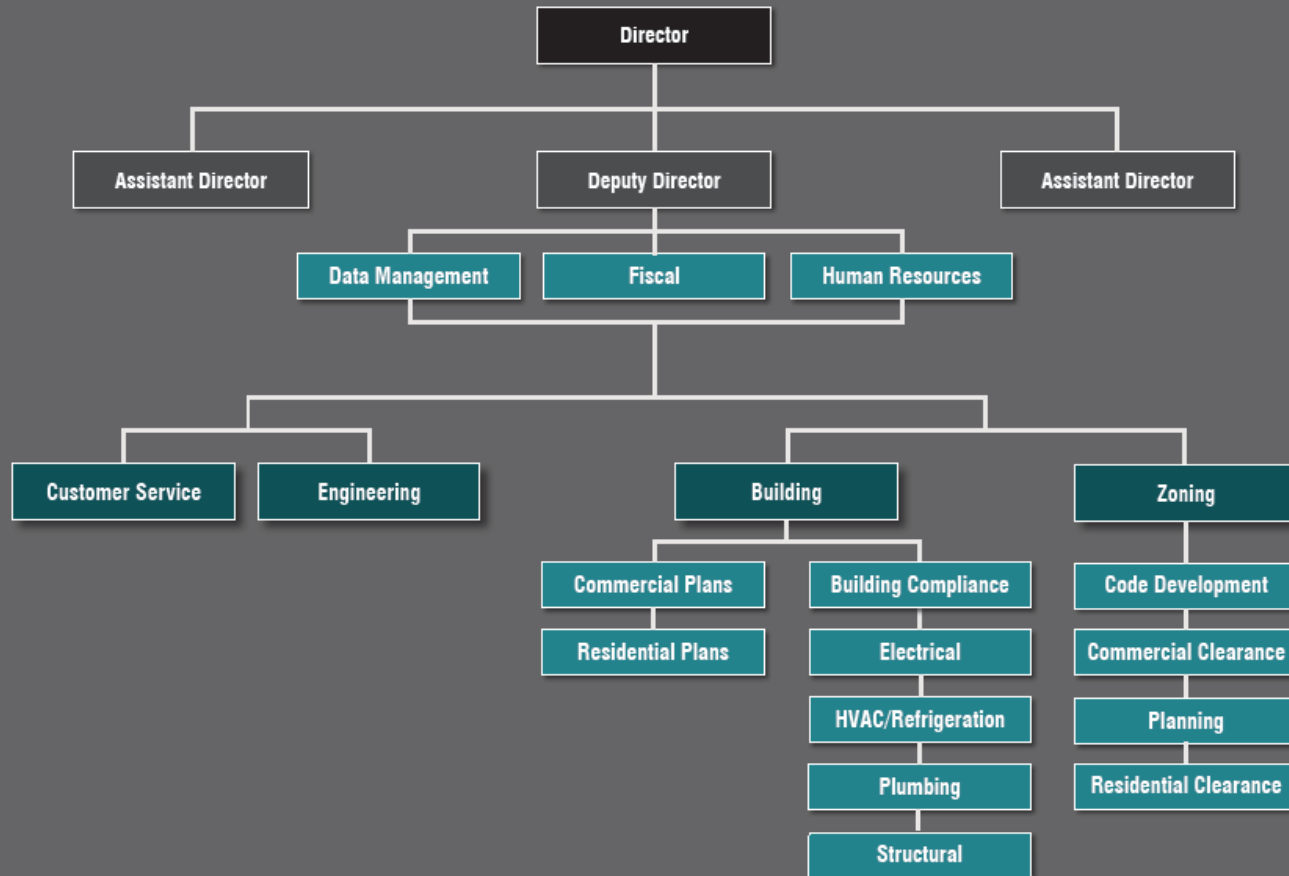
The Department of Building & Zoning Services supports the safety and quality of life for the residents and visitors of the City of Columbus through the implementation of the Columbus Building and Zoning Codes.

### Department Mission

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

---

# Building and Zoning Services



# Strategic Priorities for 2016

## Customer Service

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.

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

## Education

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

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

## 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.

## 2016 BUDGET NOTES

---

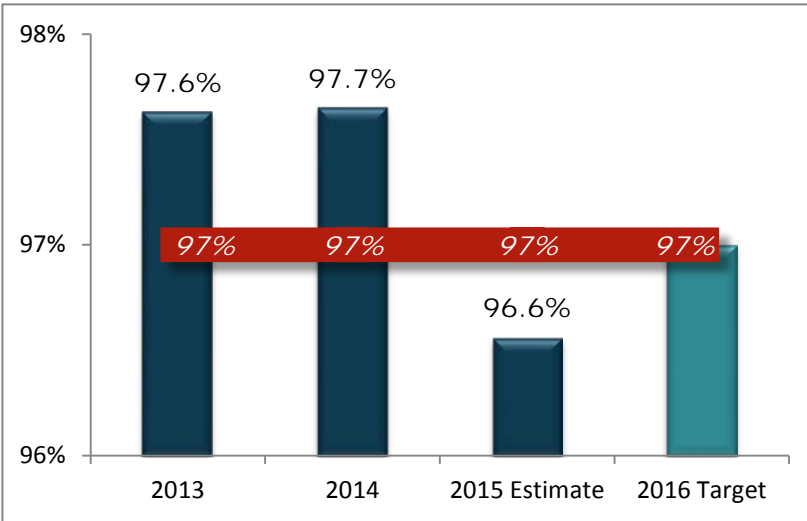
The 2016 budget includes funding for technology upgrades and enhancements associated with the Accela platform and electronic records storage, electronic plans review and submission, and expedited plans reviews. In addition:

- The department will continue with the electronic records storage project in 2016. 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.
- There is \$31,525 budgeted for new uniform shirts with the city logo to help identify employees for safety measures.
- The department has budgeted \$235,000 for the replacement and upgrade of vehicles.
- The department has budgeted for four additional full-time staff members. This is in response to the continued growth in demand for plans review, inspections, and permitting.



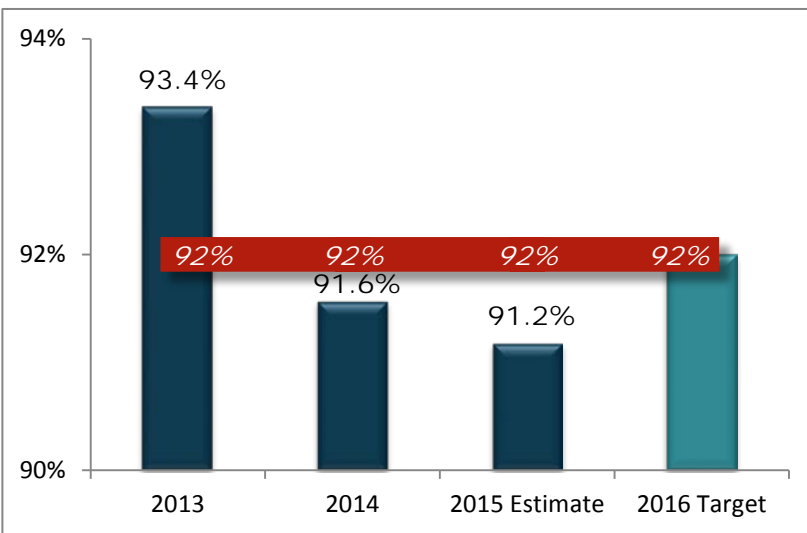
## PERFORMANCE MEASURES

### Plan Review Completed Within 30 Calendar Days Percent of building plans reviewed for customers with approval or change requests



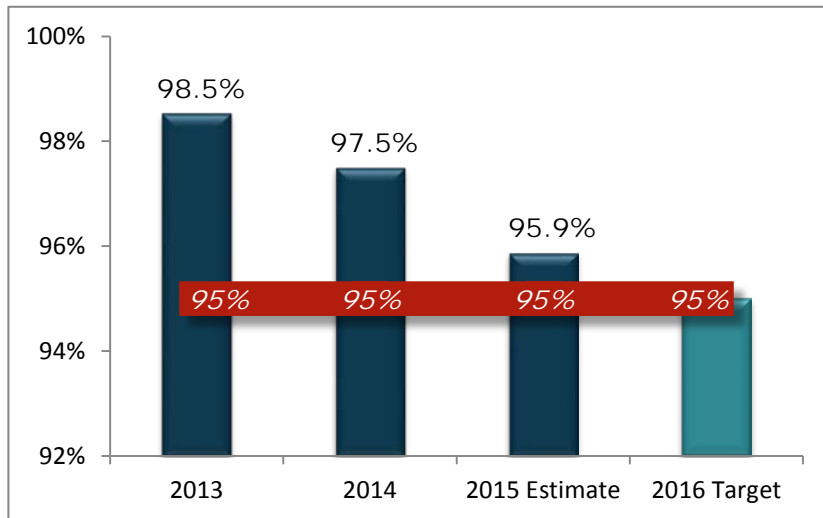
Through continued focus on promoting quality and responsive services to their customers, the percentage of plan reviews completed within 30 calendar days has remained steady. At mid-year 2015, the division met its target of completing 97 percent of plan reviews within the accepted timeline.

### 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 2015, the division reported meeting MOU timelines at 91 percent. Performance remains steady 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 2014. At mid-year 2015, the number of inspections completed within one business day was at 95 percent. Over the period, the division has consistently exceeded the minimum target of 95 percent.



*Capital City Pipes and Drums marching on West Broad Street in the 1978 Veterans Day Parade.*

---

Department Financial Summary by Area of Expense					
Fund	2013 Actual	2014 Actual	2015 Budget	2015 Projected	2016 Proposed
<u>Development Services Fund</u>					
Personnel	\$ 12,622,908	\$ 13,338,429	\$ 14,802,386	\$ 14,477,436	\$ 15,369,131
Materials & Supplies	77,590	78,669	95,749	117,237	118,971
Services	2,930,405	2,742,993	3,054,403	3,025,587	3,444,766
Other	43,640	22,792	48,150	38,110	47,000
Capital	34,876	1,443,390	233,810	-	235,000
Development Services Fund Subtotal	15,709,419	17,626,273	18,234,498	17,658,370	19,214,868
Department Total	\$ 15,709,419	\$ 17,626,273	\$ 18,234,498	\$ 17,658,370	\$ 19,214,868

Department Personnel Summary					
Fund	FT/PT	2013 Actual	2014 Actual	2015 Budgeted	2016 Budgeted
<u>Development Services Fund</u>					
	FT	126	130	144	148
	PT	2	10	9	11
	Total	128	140	153	159

Operating Budget by Program		
Program	2016	2016
	Proposed	FTEs
Fiscal	\$ 241,879	2
Human Resources	359,957	3
Administration	3,271,728	5
Data Management	1,118,384	9
Customer Service	1,742,420	16
Building Services	9,967,250	89
Engineering Services	625,872	6
Zoning Services	1,887,378	18
Department Total	<u>\$ 19,214,868</u>	<u>148</u>

The programs above and the program descriptions on the following page represent those that will be used in the city's new accounting system which will go live January 1, 2016. As such, no history of financial or personnel data by program is included in this document for prior years.

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.

---





# 2016 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.

---

This page has been intentionally left blank.

---