

## 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 five distinct yet interconnected sections. Building, Code Enforcement, 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 **Code Enforcement** section is responsible for the enforcement of the City's Housing, Zoning, Nuisance Abatement, Graphics, Health, Sanitation, and Safety Codes. It also works to ensure that the unique characteristics of Columbus' Historic Districts and Commission Areas are maintained and protected.

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.

Budget Summary				
Fund	2019 Actual	2020 Actual	2021 Budget	2022 Proposed
General Fund	-	-	-	7,648,140
Development Services Fund	22,446,679	23,185,641	23,008,744	27,370,690
<b>Department Total</b>	<b>\$ 22,446,679</b>	<b>\$ 23,185,641</b>	<b>\$ 23,008,744</b>	<b>\$ 35,018,830</b>

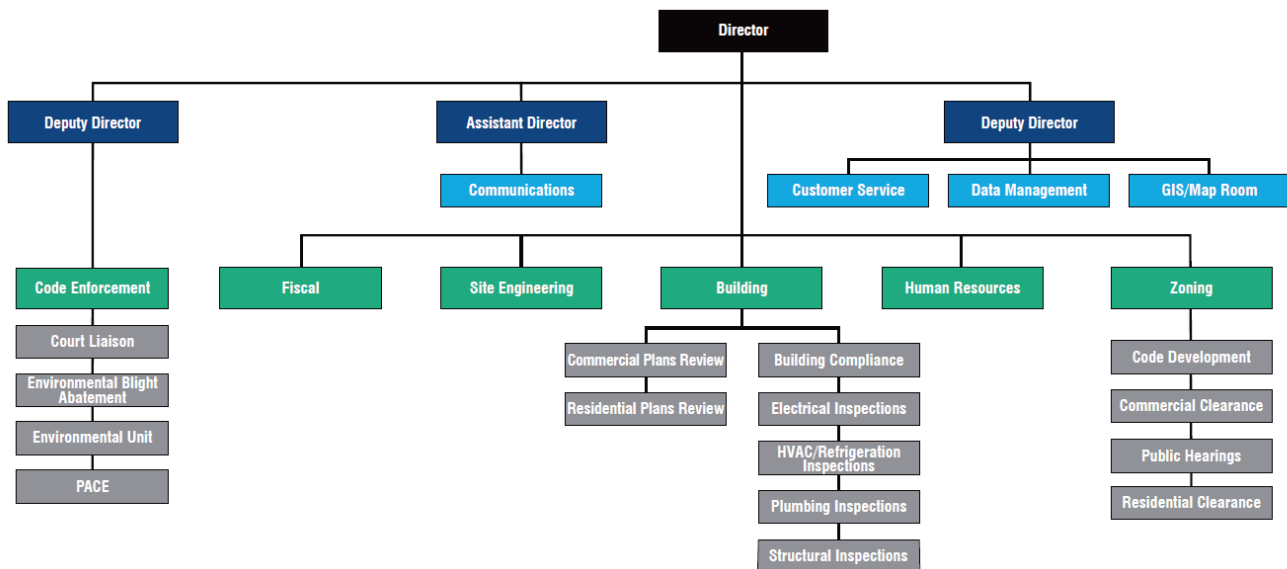
## Building and Zoning

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.

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 residents are at the forefront of the development process.

## Building and Zoning Services

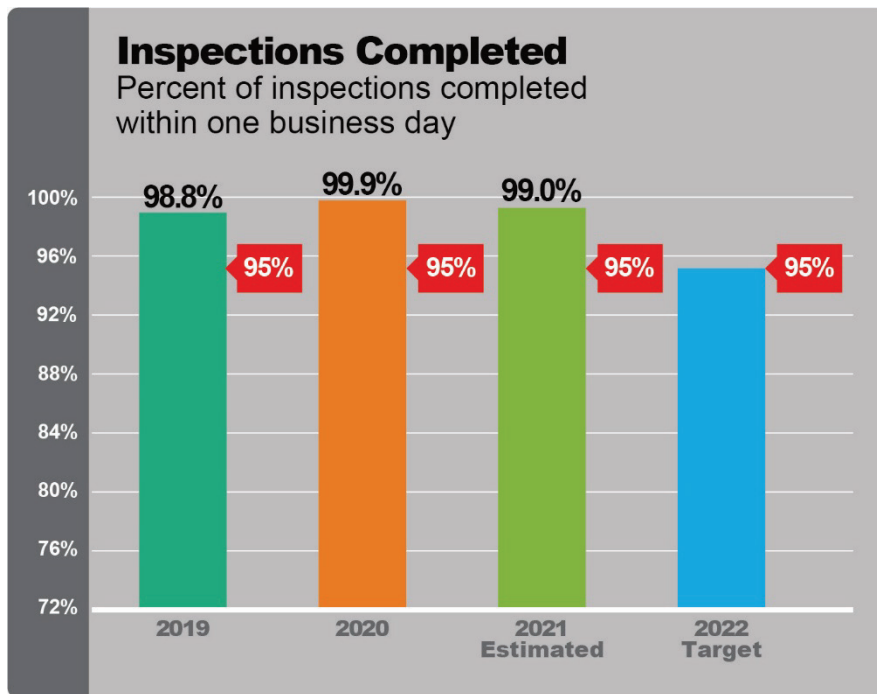


## 2022 BUDGET NOTES

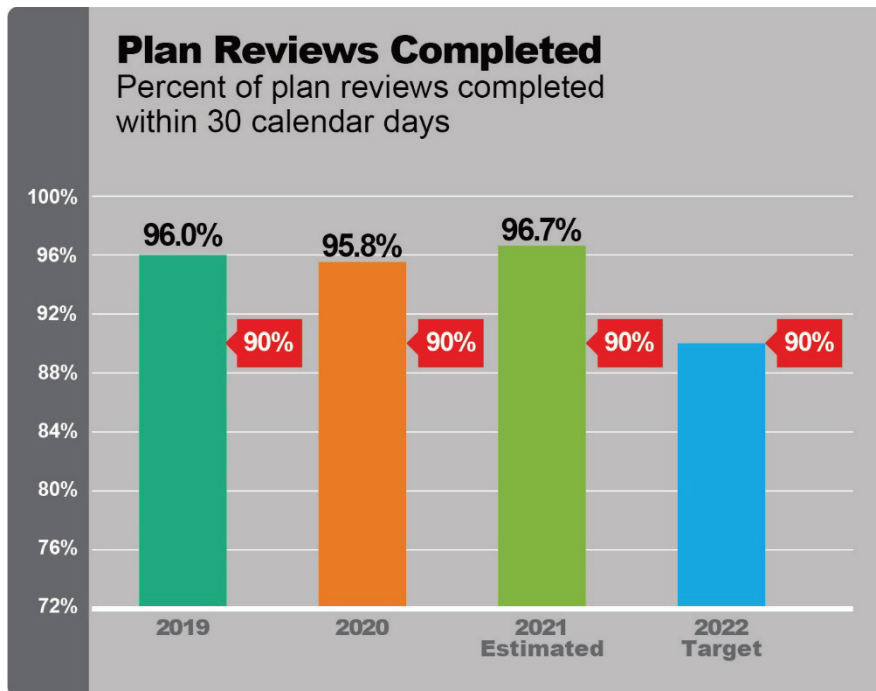
The 2022 budget, totaling \$35 million will support continued investments of technology platforms, including Accela and OnBase, which are critical to the function of the department. Such investments enable the implementation of industry specific best practices and continuous improvement in the areas of permitting, plans review, inspections, and code enforcement. Additionally:

- The department will upgrade and add enhanced functionality to the OnBase platform to expand and better improve electronic plan review and electronic document storage.
- The department plans to increase and extend online permitting options, which already account for nearly 75% of permitting volume.
- This budget includes \$1 million to support a comprehensive, multi-year zoning code modernization effort to support equitable growth, affordable housing, transit, and neighborhood vitality in the City of Columbus for decades to come.

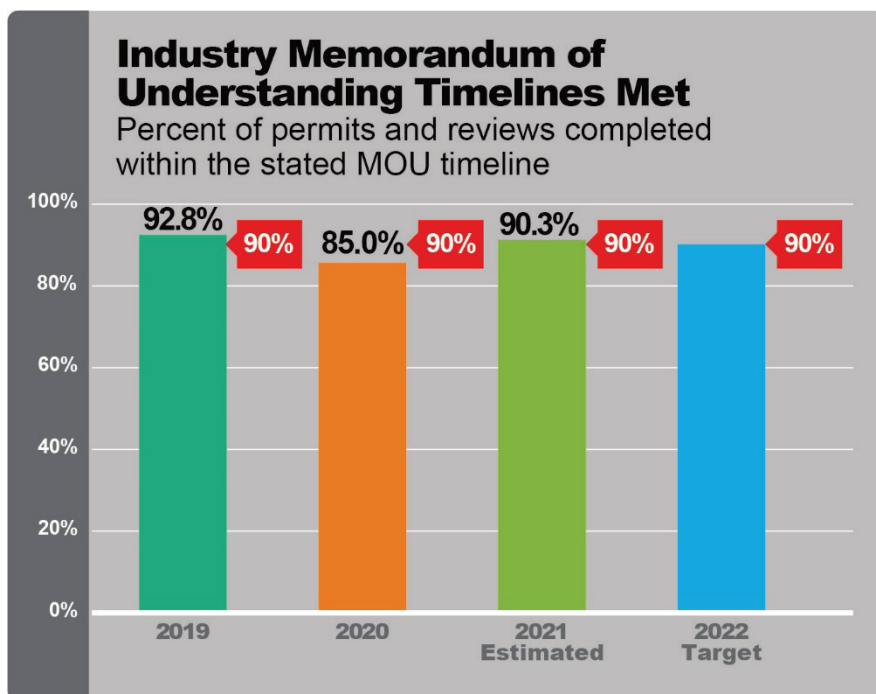
## PERFORMANCE MEASURES



In 2020, the department exceeded this standard, completing nearly all inspections (99.95 percent) within 1 business day of the scheduled date. This standard has been continuously met throughout 2021. The department expects to end the year with near 100% compliance.



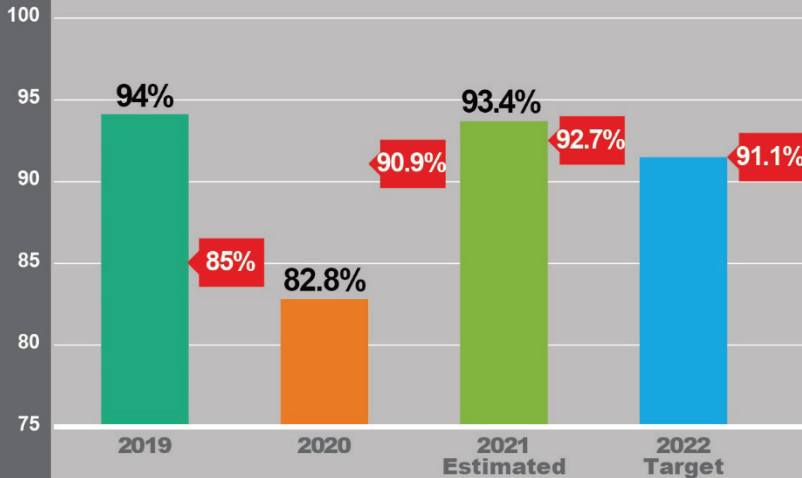
Despite the pandemic, the department exceeded the 2020 target for building plan reviews completed with 30 calendar days. For 2020, nearly 96 percent of reviews were completed with the allowed timeframe – with nearly all reviews completed remotely. So far, in 2021, the department is improving upon that number, exceeding the standard nearly 96 percent of the time. That trend is expected to continue throughout the entirety of the year.



The department fell slightly below its target for site engineering plans reviewed within the standards outlined in the industry MOU in 2020. Establishing a remote process for multi-agency reviews proved difficult in the earliest weeks of the pandemic. By the end of the 2020, however, all MOU timeline standards were routinely met on a monthly basis, and the department ended the year with an 85 percent compliance rate. To date in 2021, the department is keeping pace with the established target of 90 percent, and expects to end the year above that goal.

### Emergency Code Enforcement Responsiveness

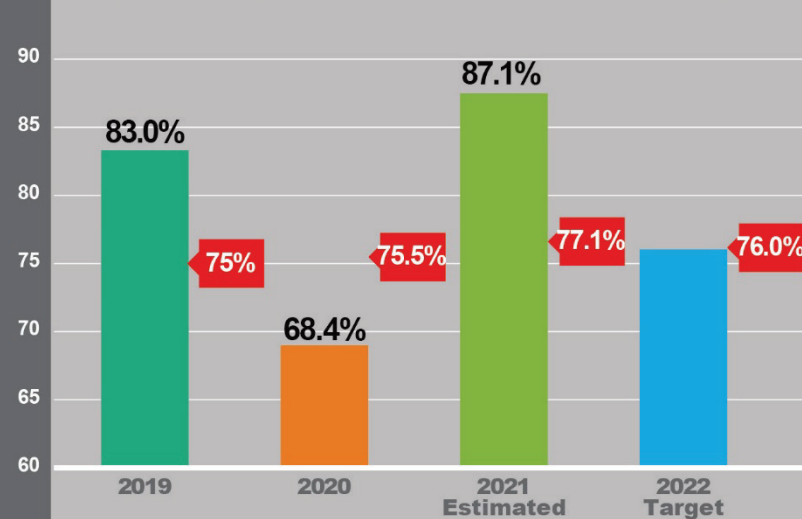
Emergency code enforcement requests investigated within two business days



Emergency code requests, such as, no heat, no water, and raw sewage in basements, that pose immediate health and safety risks to residents are our highest priority. This measure represents the level of responsiveness of the Code Enforcement Division to emergency code enforcement requests. The targets are based on the percentage of emergency requests that are investigated within two business days averaged over the previous five years. Through improvements in service delivery, the emergency code responsiveness for 2022 is expected to increase to 91.1 percent.

### Non-Emergency Code Request

Percent of non-emergency code enforcement requests responded to within ten business days



Response times to non-emergency code enforcement requests are dependent on a number of factors, including demand, staffing availability, the nature of the complaint, and weather conditions. In 2022, the Code Enforcement Division will work to respond to 76.0 percent of requests within ten business days.

## Building and Zoning

Financial Summary by Fund					
Fund	2019 Actual	2020 Actual	2021 Budget	2021 Projected	2022 Proposed
<b>General Fund</b>					
Building and Zoning Services	\$ -	\$ -	\$ -	\$ 66,343	\$ 282,216
Code Enforcement	-	-	-	1,779,874	7,365,924
<b>General Fund Subtotal</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,846,217</b>	<b>7,648,140</b>
<b>Development Services Fund</b>					
Building and Zoning Services	22,446,679	23,185,641	23,008,744	23,389,096	25,713,543
Code Enforcement	-	-	-	367,009	1,657,147
<b>Development Services Fund Subtotal</b>	<b>22,446,679</b>	<b>23,185,641</b>	<b>23,008,744</b>	<b>23,756,105</b>	<b>27,370,690</b>
<b>Department Total</b>	<b>\$ 22,446,679</b>	<b>\$ 23,185,641</b>	<b>\$ 23,008,744</b>	<b>\$ 25,602,322</b>	<b>\$ 35,018,830</b>

Financial Summary by Area of Expense					
Division	2019 Actual	2020 Actual	2021 Budget	2021 Projected	2022 Proposed
<b>Building and Zoning Services</b>					
General Fund					
Personnel	\$ -	\$ -	\$ -	\$ 66,343	\$ 282,216
<b>General Fund Subtotal</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>66,343</b>	<b>282,216</b>
Development Services Fund					
Personnel	\$ 17,628,504	\$ 18,575,779	\$ 17,492,337	\$ 17,886,889	\$ 18,615,986
Materials & Supplies	209,612	91,980	172,600	159,056	169,100
Services	4,297,180	4,472,400	5,270,307	5,123,151	6,479,957
Other	55,000	45,482	73,500	220,000	148,500
Capital	236,383	-	-	-	300,000
Transfer	20,000	-	-	-	-
<b>Development Services Fund Subtotal</b>	<b>22,446,679</b>	<b>23,185,641</b>	<b>23,008,744</b>	<b>23,389,096</b>	<b>25,713,543</b>
<b>Building and Zoning Services Subtotal</b>	<b>22,446,679</b>	<b>23,185,641</b>	<b>23,008,744</b>	<b>23,455,439</b>	<b>25,995,759</b>
<b>Code Enforcement</b>					
General Fund					
Personnel	\$ -	\$ -	\$ -	\$ 1,675,444	\$ 6,546,113
Materials & Supplies	-	-	-	71,604	72,891
Services	-	-	-	27,745	737,920
Other	-	-	-	5,081	9,000
<b>General Fund Subtotal</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,779,874</b>	<b>7,365,924</b>
Development Services Fund					
Personnel	\$ -	\$ -	\$ -	\$ 367,009	\$ 1,657,147
<b>Development Services Fund Subtotal</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>367,009</b>	<b>1,657,147</b>
<b>Code Enforcement Subtotal</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,146,883</b>	<b>9,023,071</b>
<b>Department Total</b>	<b>\$ 22,446,679</b>	<b>\$ 23,185,641</b>	<b>\$ 23,008,744</b>	<b>\$ 25,602,322</b>	<b>\$ 35,018,830</b>

Department Personnel Summary								
Fund	2019 Actual		2020 Actual		2021 Budget		2022 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
<b>General Fund</b>								
Building and Zoning Services	0	0	0	0	0	0	3	0
Code Enforcement	0	0	0		0	0	83	0
<b>Development Services Fund</b>								
Building and Zoning Services	154	10	148	6	161	9	164	7
<b>Total</b>	<b>154</b>	<b>10</b>	<b>148</b>	<b>6</b>	<b>161</b>	<b>9</b>	<b>250</b>	<b>7</b>

Please note: In addition to the position counts reflected above, funding is included for the equivalent of one full-time position for the Attorney's Office and one for the Fire Division within the department's budgets for 2020 and beyond.

Operating Budget by Program				
Program	2021 Budgeted	2021 FTEs	2022 Proposed	2022 FTEs
Administration	\$ 1,418,926	12	\$ 1,679,742	12
Building Services	10,323,262	90	11,184,895	91
Code Enforcement	-	0	8,387,999	77
Customer Service	2,140,081	18	2,363,917	18
Data Management	835,910	5	871,532	5
Engineering Services	1,208,134	9	1,238,105	10
Environmental Nuisance	-	0	489,252	6
Fiscal	258,774	2	391,790	3
Human Resources	419,311	3	510,267	4
Internal Services	4,031,407	0	4,307,507	0
Zoning Services	2,372,939	22	3,593,824	24
<b>Department Total</b>	<b>\$ 23,008,744</b>	<b>161</b>	<b>\$ 35,018,830</b>	<b>250</b>

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.





# 2022 PROGRAM GUIDE

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## **ADMINISTRATION**

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

## **BUILDING SERVICES**

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

## **CODE ENFORCEMENT**

To improve the quality of life in Columbus neighborhoods through enforcement of the city's housing, zoning, graphics, health, sanitation, and safety codes.

## **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.

## **ENVIRONMENTAL NUISANCE**

To address the condition of vacant and blighted properties located within the city.

## **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.

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