

DEPARTMENT OF BUILDING AND ZONING SERVICES

Department Description

The Department of Building & 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.

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.

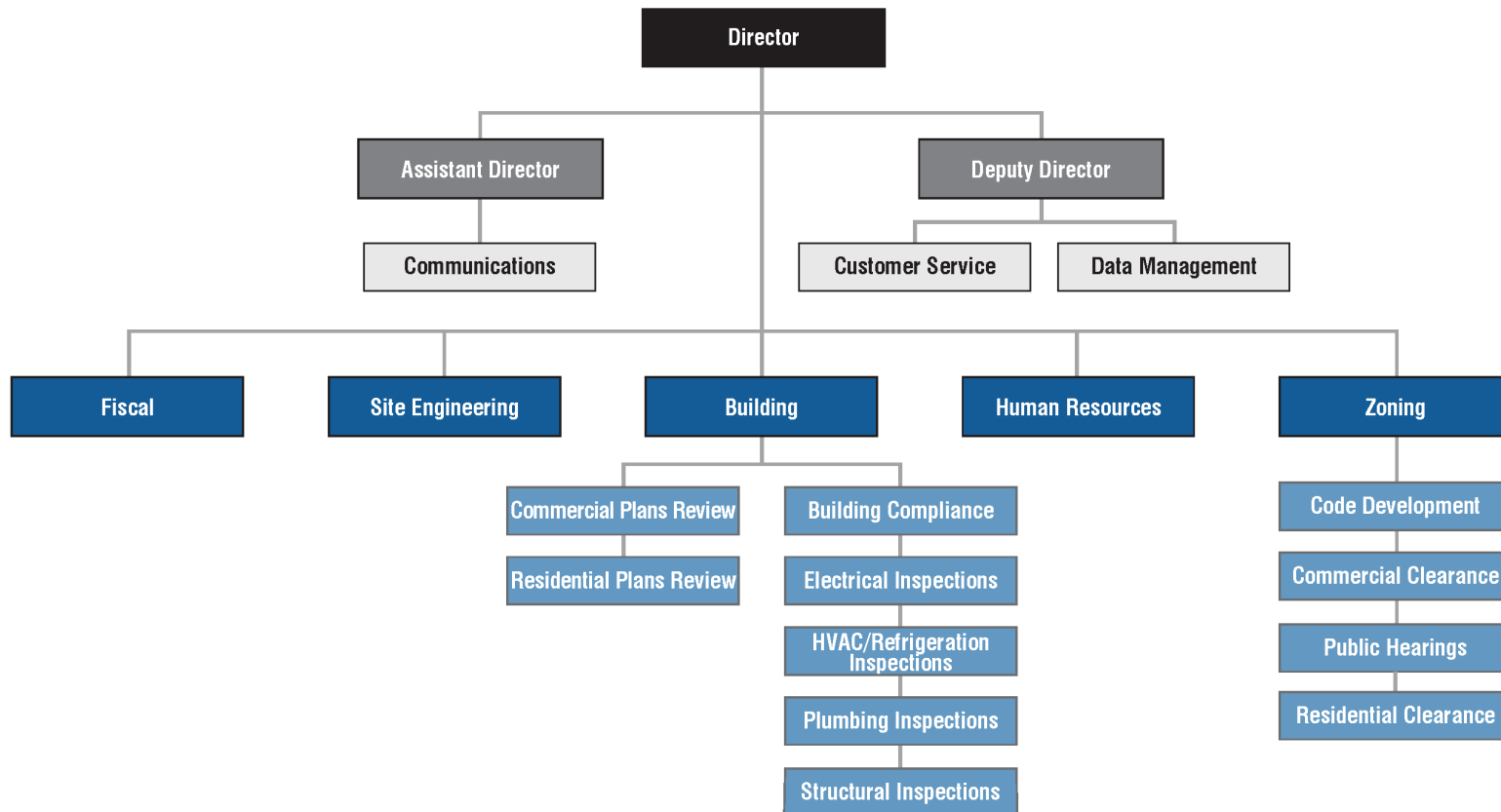
Department Mission

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

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 is at the forefront of the development process.

Building and Zoning Services



Strategic Priorities for 2018



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 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 to make investments 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 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.



Public Safety and Health

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.

2018 BUDGET NOTES

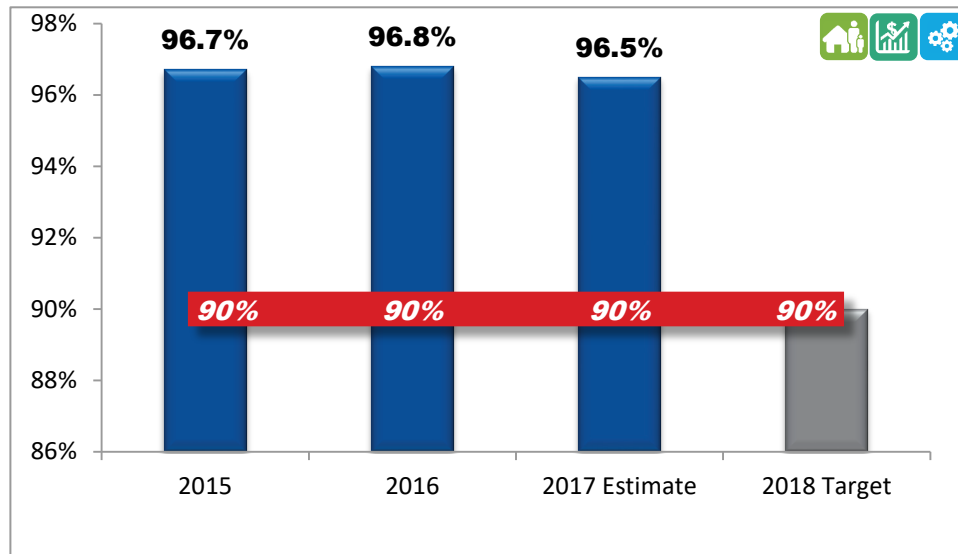
The 2018 budget provides continued funding for technology upgrades and enhancements associated with the Accela platform, including electronic records storage, electronic plans review and submission, and expedited plans reviews. In addition:

- The department will continue the electronic records storage project in 2018. This initiative will allow for the more expeditious processing of records requests and mitigate the risks associated with managing paper records.
- The department will continue to streamline processes for customers in 2018 with online permitting and review. Online permitting is up 85 percent year-to-date and currently represents almost 50 percent of the department's total permit volume.
- The department will increase staffing levels by 10 full-time and 9 part-time positions to meet the increased demand for services.

PERFORMANCE MEASURES

Plan Review Completed Within 30 Calendar Days

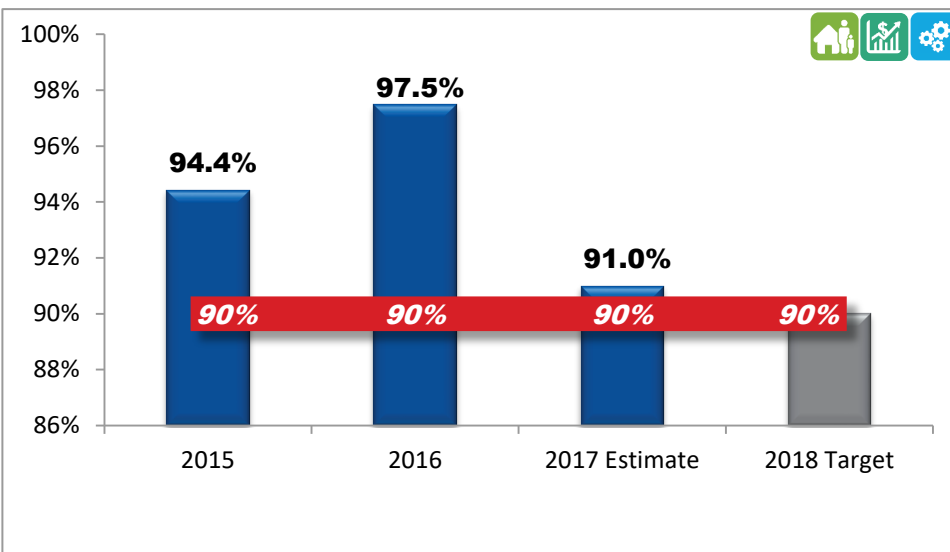
Percent of building plans reviewed for customers with approval or change requests



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 2017, the division was on pace to complete 96.5 percent of plan reviews within the accepted timeline, keeping pace with last year's performance.

Industry Memorandum of Understanding Timelines Met

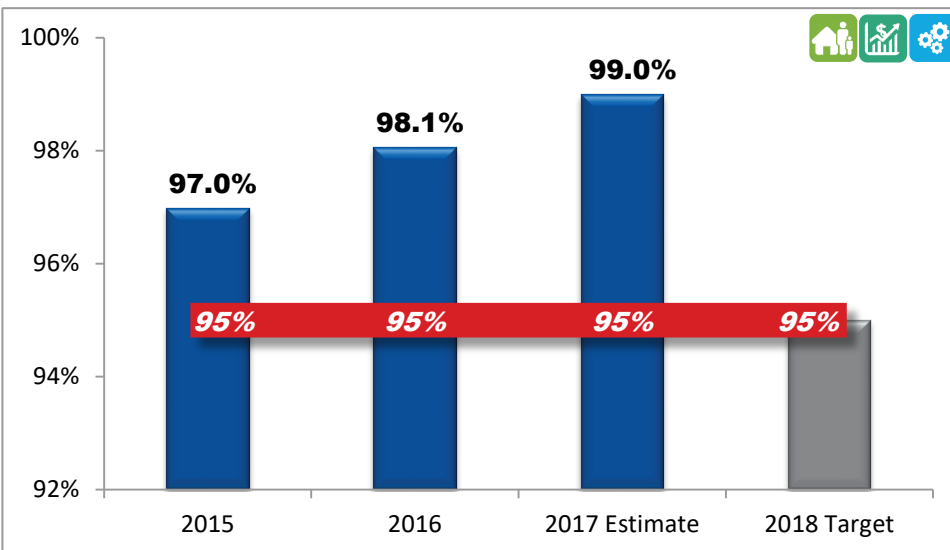
Percent of permits and reviews completed within the stated MOU timeline



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 2017, the division expects to exceed MOU timelines at 91 percent.

Inspections Completed Within One Business Day

Percent of structural and mechanical inspections completed



The percentage of inspections completed in one business day has steadily increased since 2015. 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.

Building and Zoning

Department Financial Summary by Area of Expense					
Fund	2015 Actual	2016 Actual	2017 Budget	2017 Projected	2018 Proposed
Development Services Fund					
Personnel	\$ 14,233,968	\$ 14,746,512	\$ 16,108,291	\$ 15,506,987	\$ 17,466,027
Materials & Supplies	122,114	96,898	121,971	152,659	131,971
Services	2,650,576	3,039,107	3,745,790	3,697,168	4,200,000
Other	23,915	15,765	47,000	37,000	47,000
Capital	-	577,732	280,000	845,684	280,000
Transfer	-	-	-	500,000	-
Development Services Fund Subtotal	17,030,573	18,476,014	20,303,052	20,739,499	22,124,998
Department Total	\$ 17,030,573	\$ 18,476,014	\$ 20,303,052	\$ 20,739,499	\$ 22,124,998

Department Personnel Summary					
Fund	FT/PT	2015 Actual	2016 Actual	2017 Budgeted	2018 Proposed
Development Services Fund					
	FT	140	134	146	156
	PT	9	11	11	20
	Total	149	145	157	176

Operating Budget by Program				
Program	2017 Budgeted	2017 FTEs	2018 Proposed	2018 FTEs
Fiscal	\$ 250,238	2	\$ 259,825	2
Human Resources	378,680	3	390,547	3
Administration	731,683	5	752,805	5
Data Management	831,236	6	906,110	6
Customer Service	1,841,408	17	2,172,050	19
Building Services	10,384,786	89	11,208,119	92
Engineering Services	776,701	5	912,813	8
Zoning Services	2,030,310	19	2,300,509	21
Internal Services	3,078,010	0	3,222,220	0
Department Total	\$ 20,303,052	146	\$ 22,124,998	156

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.



2018 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, graphic permits, lot split 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.

Building and Zoning

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