



## 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.

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.

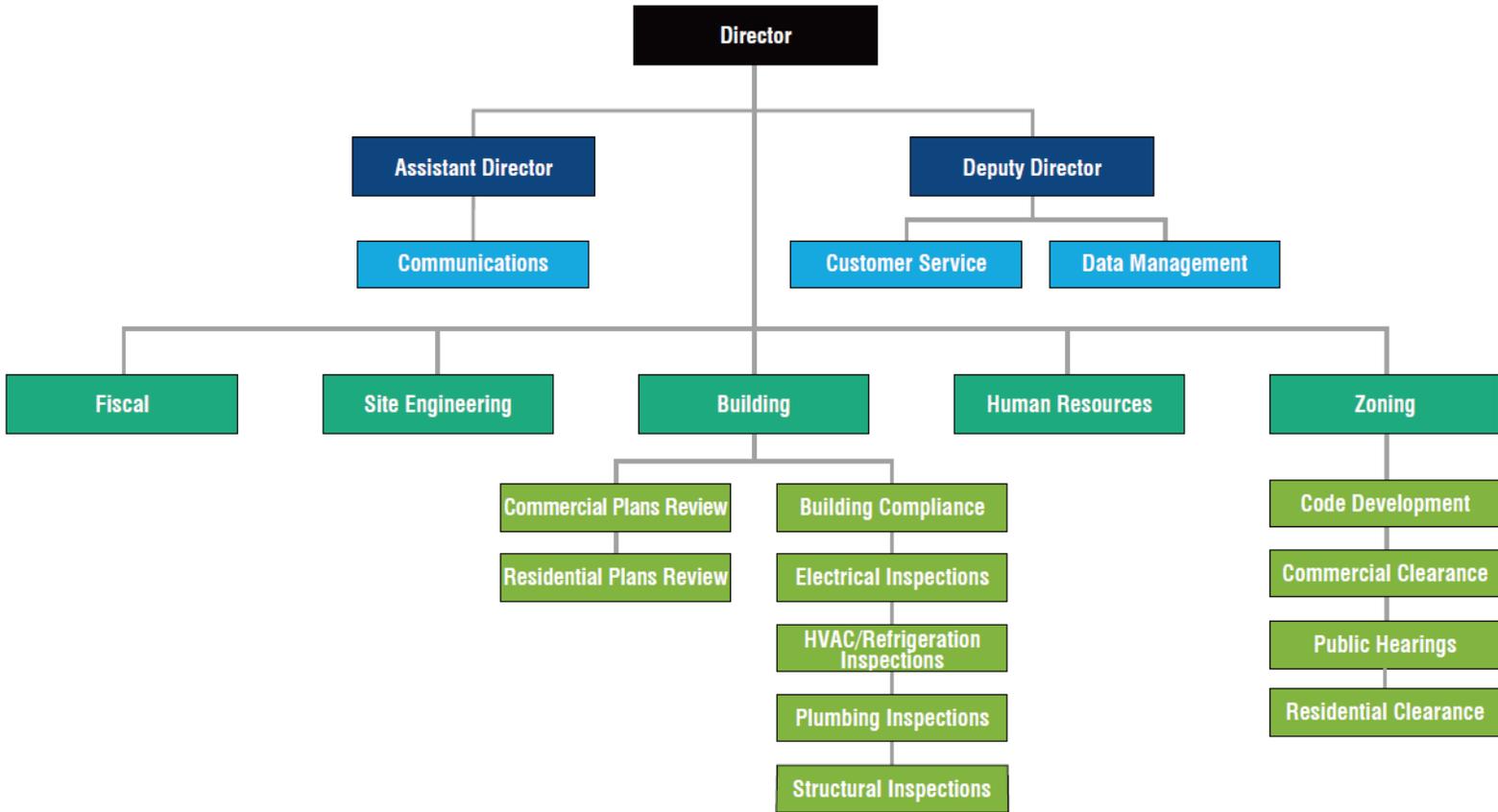
### Department Mission

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 2019

## Operational Efficiencies

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/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

Furnish outreach training on an annual basis to the industry/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.

## Public Safety and Health

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

Deliver all necessary safety resources and training to staff.

## 2019 BUDGET NOTES

The 2019 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 plan reviews. In addition:

- The department will continue the electronic records storage project in 2019. 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 2019 with online permitting and review. Currently online permitting accounts for almost 54 percent of the department's total permit volume.
- The department expects a revenue increase of approximately 15 percent for the upcoming year primarily due to a proposed fee schedule change.

## PERFORMANCE MEASURES

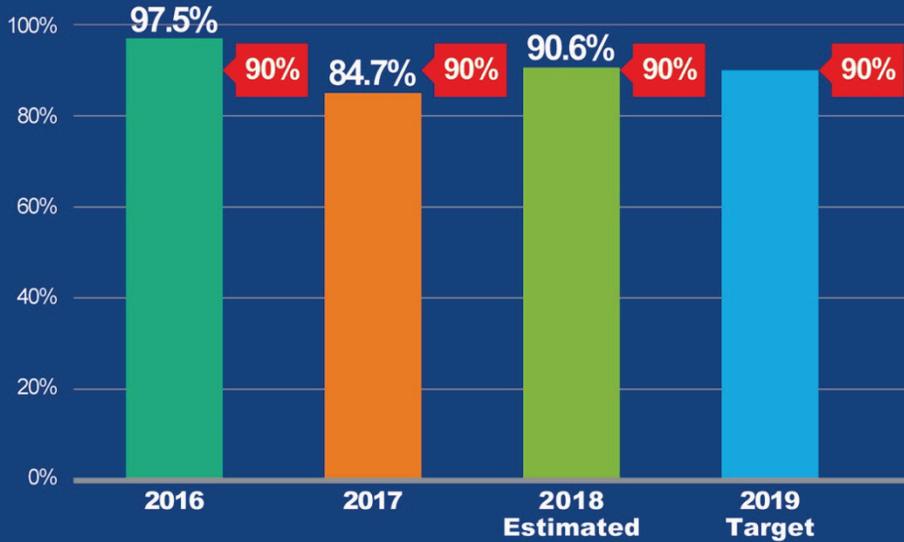


Through continued focus on promoting quality and responsive service to customers, the percentage of plan reviews completed within 30 calendar days has continued to exceed the set target of 90 percent. In 2019, the department expects to complete plan reviews within the target timeline to keep pace with 2018's performance trends.

## Industry Memorandum of Understanding Timelines Met



Percent of permits and reviews completed within MOU timeline



Per a memorandum of understanding 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 2019, the department 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 2018, the department completed 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 2019.

## Building and Zoning

Department Financial Summary by Area of Expense					
Fund	2016 Actual	2017 Actual	2018 Budget	2018 Projected	2019 Proposed
<b>Development Services Fund</b>					
Personnel	\$ 14,746,512	\$ 15,359,825	\$ 17,466,027	\$ 16,625,101	\$ 17,956,308
Materials & Supplies	96,898	147,825	131,971	191,971	169,814
Services	3,039,107	3,581,621	4,200,000	3,611,298	4,546,788
Other	15,765	47,000	47,000	-	55,000
Capital	577,732	881,184	280,000	55,500	280,000
Transfer	-	500,000	-	249,514	-
<b>Development Services Fund Subtotal</b>	<b>18,476,014</b>	<b>20,517,455</b>	<b>22,124,998</b>	<b>20,733,384</b>	<b>23,007,910</b>
<b>Department Total</b>	<b>\$ 18,476,014</b>	<b>\$ 20,517,455</b>	<b>\$ 22,124,998</b>	<b>\$ 20,733,384</b>	<b>\$ 23,007,910</b>

Department Personnel Summary					
Fund	FT/PT	2016 Actual	2017 Actual	2018 Budgeted	2019 Proposed
Development Services Fund					
	FT	134	141	156	160
	PT	11	11	20	18
	<b>Total</b>	<b>145</b>	<b>152</b>	<b>176</b>	<b>178</b>

Please note: In addition to the employees listed above, the department's 2019 budget includes 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	2018 Budgeted	2018 FTEs	2019 Proposed	2019 FTEs	
Fiscal	\$ 259,825	2	\$ 264,755	2	
Human Resources	390,547	3	385,064	3	
Administration	752,805	5	750,805	5	
Data Management	906,110	6	948,288	6	
Customer Service	2,172,050	19	2,073,566	18	
Building Services	11,208,119	92	11,336,750	93	
Engineering Services	912,813	8	1,332,404	12	
Zoning Services	2,300,509	21	2,450,790	21	
Internal Services	3,222,220	0	3,465,488	0	
<b>Department Total</b>	<b>\$ 22,124,998</b>	<b>156</b>	<b>\$ 23,007,910</b>	<b>160</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.



# 2019 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**

---

This page has been intentionally left blank.

---