



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 seven distinct yet interconnected sections. Building, Code Enforcement, Zoning, Site Engineering, Customer Service, License, and Weights and Measures 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, issues 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 is in accordance 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's 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	2022 Actual	2023 Actual	2024 Budget	2025 Proposed
General Fund	7,317,750	7,468,244	8,215,738	10,537,132
Development Services Fund	27,413,993	27,604,249	32,523,181	34,180,244
Department Total	\$ 34,731,743	\$ 35,072,493	\$ 40,738,919	\$ 44,717,376

Building and Zoning

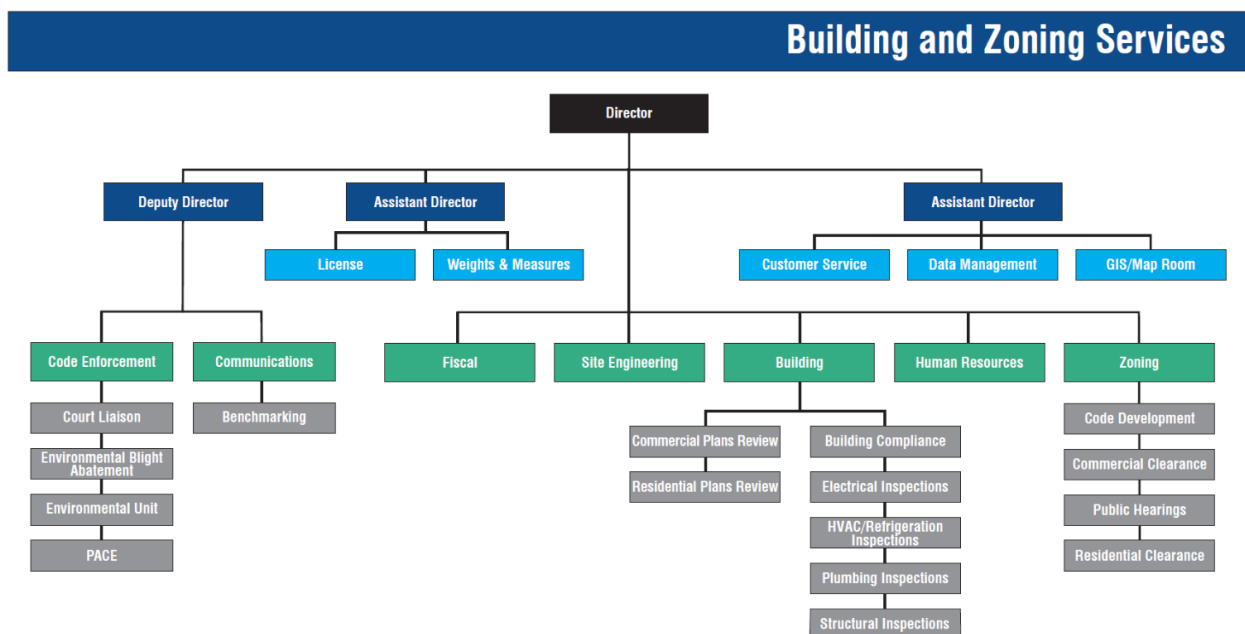
The **Site Engineering** section coordinates with multiple agencies across the city to certify final site compliance before the start of a project. Because the development process can touch numerous agencies within the city, the Site Engineering section provides a single point of entry for site compliance 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, 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 **License** section administers and enforces all laws, rules and regulations relating to licensing and permit requirements for various types of businesses, including mobile food vending and short-term rentals, charitable solicitations and alarm systems dealers.

The **Weights and Measures** section provides equity in the marketplace by attempting to provide a level field of competition for merchants to conduct their business and seek to guarantee no monetary damages to buyers and sellers in commercial transactions.

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.

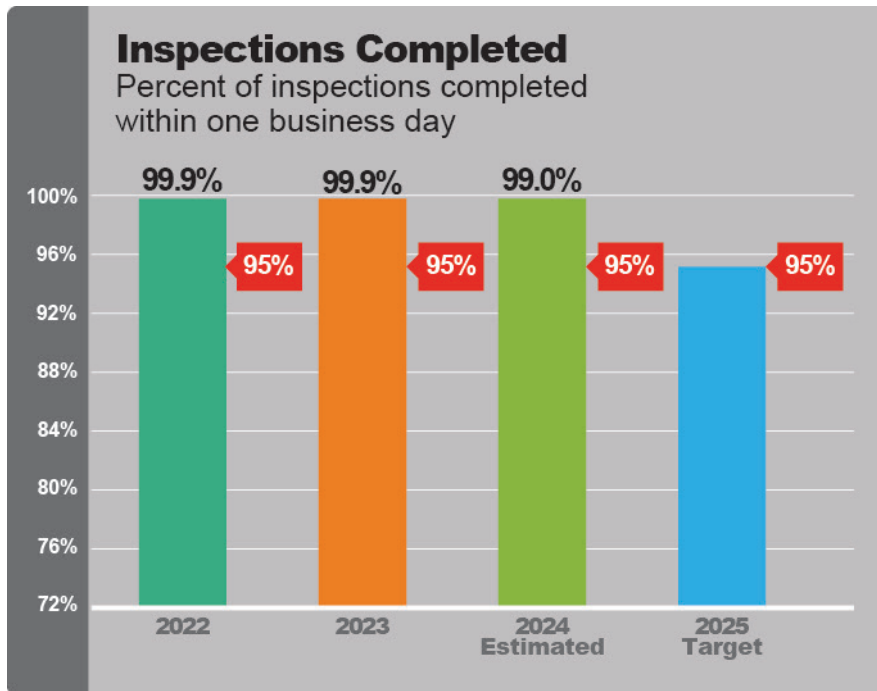


2025 BUDGET NOTES

The 2025 budget, totaling \$44,717,376, will support continued investments of technology platforms 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, plan review, inspections, and code enforcement. Additionally:

- Building and Zoning Services will continue to partner with Fort Hayes Career Center and Columbus City Schools to provide internship opportunities to students and funding for classroom needs to help develop the next generation of talent in the construction trades.
- The department is amidst a multi-year contract to comprehensively modernize the zoning code in an effort to support equitable growth, affordable housing, transit, and neighborhood vitality in the City of Columbus for decades to come.
- A citywide operational review identified that the activities of License Support/ Enforcement and Weights and Measures aligned with the building and development community. In 2024 the License Support/Enforcement and Weights and Measures sections were formally transferred from the Department of Public Safety to the Department of Building and Zoning Services.

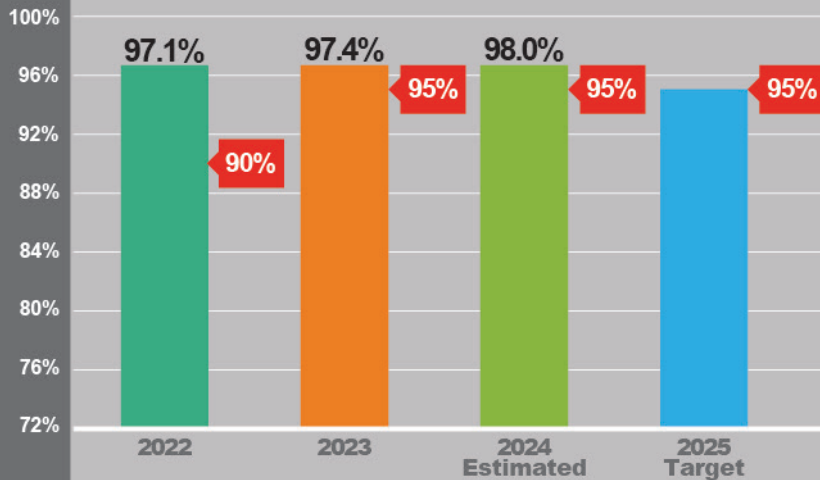
PERFORMANCE MEASURES



The department has consistently upheld the standard of completing nearly all inspections (99.99 percent) within one business day of the scheduled date. This standard has been maintained without interruption, and the department anticipates closing the year with close to 100 percent compliance.

Plan Reviews Completed

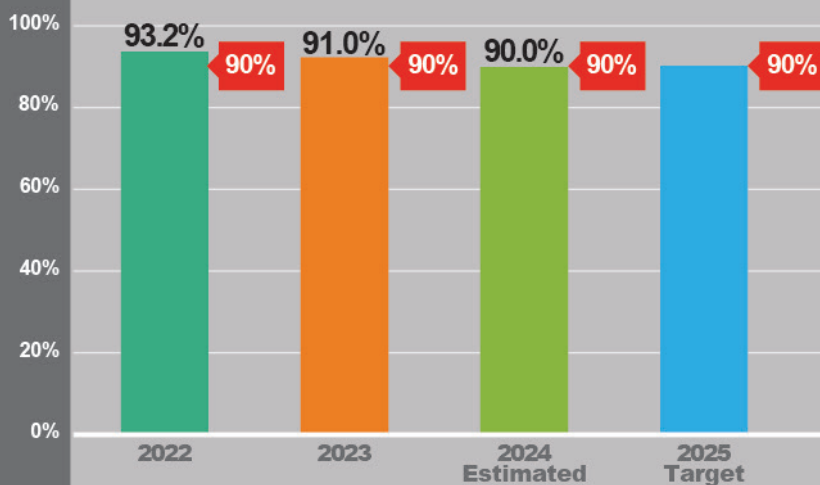
Percent of plan reviews completed within 30 calendar days



In 2023, the department completed 97 percent of reviews within the designated timeframe, surpassing its goal and it is expected to sustain this level of efficiency for 2024. This target remains the same for 2025.

Industry Memorandum of Understanding Timelines Met

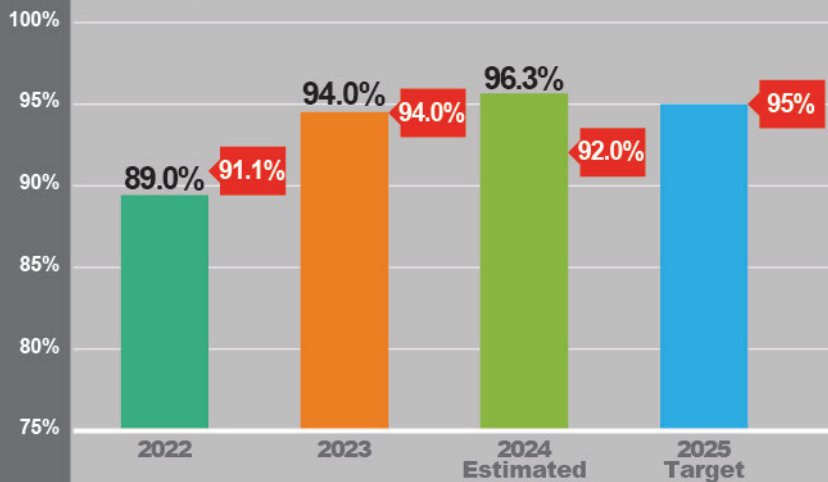
Percent of permits and reviews completed within the stated MOU timeline



In 2023, the department once again met its target for reviewing site engineering plans in accordance with industry MOU standards. As of 2024, the department is slightly behind its goal of the 90 percent target but expects to finish the year surpassing this objective.

Emergency Code Enforcement Responsiveness

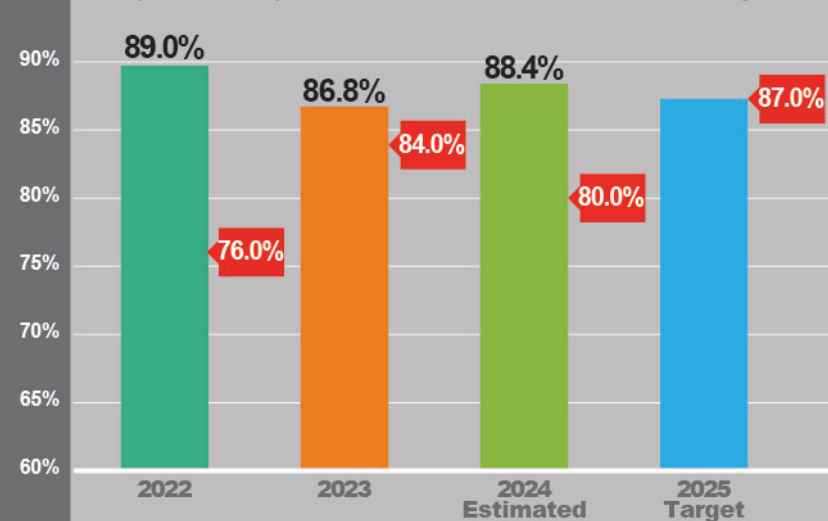
Emergency code enforcement requests investigated within two business days



Emergency code requests—such as no heat, no water, or raw sewage in basements—that pose immediate health and safety risks to residents are a top priority. This measure reflects the Code Enforcement Division's responsiveness to such emergency requests. Targets are based on the percentage of emergency requests investigated within two business days, averaged over the past five years. With improvements to service delivery, emergency response performance in 2024 is expected to surpass 2023 results. The goal for 2025 is 95 percent.

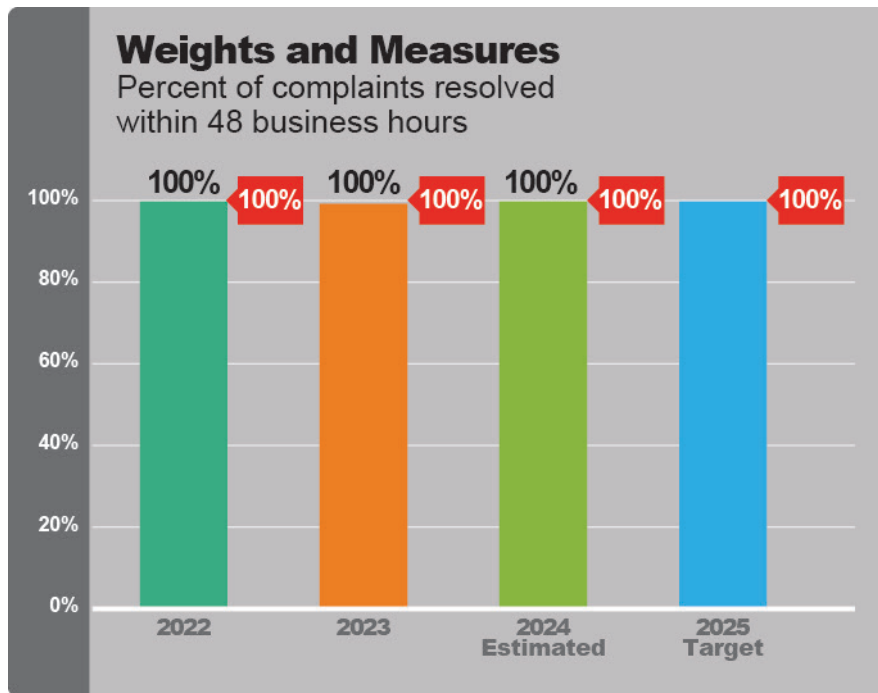
Non-Emergency Code Request

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



Response times for non-emergency code enforcement requests are influenced by various factors such as demand, staff availability, the complaint's nature, and weather conditions. For 2024, the Code Enforcement Division is currently on track to exceed the target number set for the year. Therefore, the 2025 target has been increased to 87 percent.

Building and Zoning



Weights and Measures personnel strive to resolve all consumer complaints within 48 business hours. In doing so, the division helps ensure transparency for buyers and sellers in a variety of commercial transactions. The number of complaints investigated and resolved averages 90 per year. In 2024, the department will continue to resolve consumer complaints within 48 business hours 100 percent of the time, and maintains this target for 2025.

Financial Summary by Fund					
Fund	2022 Actual	2023 Actual	2024 Budget	2024 Projected	2025 Proposed
General Fund					
Building and Zoning Services	\$ 284,952	\$ 197,470	\$ 281,941	\$ 1,606,136	\$ 2,414,202
Code Enforcement	7,032,798	7,270,774	7,933,797	7,432,495	8,122,930
General Fund Subtotal	7,317,750	7,468,244	8,215,738	9,038,631	10,537,132
Development Services Fund					
Building and Zoning Services	25,854,392	25,966,916	30,750,799	28,309,995	32,311,093
Code Enforcement	1,559,601	1,637,333	1,772,382	1,670,258	1,869,151
Development Services Fund Subtotal	27,413,993	27,604,249	32,523,181	29,980,253	34,180,244
Department Total	\$ 34,731,743	\$ 35,072,493	\$ 40,738,919	\$ 39,018,884	\$ 44,717,376

Financial Summary by Area of Expense						
Division	2022 Actual	2023 Actual	2024 Budget	2024 Projected	2025 Proposed	
Building and Zoning Services						
General Fund						
Personnel	\$ 284,952	\$ 197,470	\$ 281,941	\$ 1,425,148	\$ 2,171,202	
Materials & Supplies	-	-	-	35,682	35,500	
Services	-	-	-	92,776	204,000	
Other	-	-	-	2,530	3,500	
Capital	-	-	-	50,000	-	
General Fund Subtotal	284,952	197,470	281,941	1,606,136	2,414,202	
Development Services Fund						
Personnel	18,304,725	19,936,272	21,554,670	20,792,707	22,867,109	
Materials & Supplies	174,348	137,520	169,100	110,250	169,100	
Services	6,895,919	5,375,219	8,583,529	7,089,150	8,831,384	
Other	180,000	244,330	148,500	156,450	233,500	
Capital	299,400	215,175	295,000	11,438	210,000	
Transfer	-	58,400	-	150,000	-	
Development Services Fund Subtotal	25,854,392	25,966,916	30,750,799	28,309,995	32,311,093	
Building and Zoning Services Subtotal	26,139,344	26,164,386	31,032,740	29,916,131	34,725,295	
Code Enforcement						
General Fund						
Personnel	6,243,089	6,532,112	7,089,559	6,696,705	7,347,993	
Materials & Supplies	102,809	63,900	71,237	40,803	70,493	
Services	676,263	668,668	764,001	678,987	695,444	
Other	4,000	1,000	9,000	3,000	9,000	
Capital	6,638	5,095	-	13,000	-	
General Fund Subtotal	7,032,798	7,270,774	7,933,797	7,432,495	8,122,930	
Development Services Fund						
Personnel	1,559,601	1,637,333	1,772,382	1,670,258	1,869,151	
Development Services Fund Subtotal	1,559,601	1,637,333	1,772,382	1,670,258	1,869,151	
Code Enforcement Subtotal	8,592,399	8,908,107	9,706,179	9,102,753	9,992,081	
Department Total	\$ 34,731,743	\$ 35,072,493	\$ 40,738,919	\$ 39,018,884	\$ 44,717,376	

Department Personnel Summary								
Fund	2022 Actual		2023 Actual		2024 Budget		2025 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
General Fund								
Building and Zoning Services	3	0	2	0	3	0	17	0
Code Enforcement	65	0	64	3	66	0	67	1
Development Services Fund								
Building and Zoning Services	145	4	173	6	173	3	173	3
Code Enforcement	0	0	0	3	17	0	17	0
Total	213	4	239	12	259	3	274	4

Operating Budget by Program					
Program	2024 Budget	2024 FTEs	2025 Proposed	2025 FTEs	
Administration	\$ 2,266,759	14	\$ 2,849,074	16	
Building Services	12,839,226	94	13,282,999	94	
Business Regulations	-	0	2,091,274	14	
Code Enforcement	9,079,112	79	9,422,808	80	
Customer Service	2,202,897	15	2,376,316	14	
Data Management	970,341	7	728,151	5	
Engineering Services	1,556,162	12	1,496,068	11	
Environmental Nuisance	446,666	5	370,929	4	
Fiscal	256,301	2	541,636	4	
Human Resources	547,892	4	661,631	4	
Internal Services	6,089,755	0	7,517,228	0	
Zoning Services	4,483,808	27	3,379,262	28	
Department Total	\$ 40,738,919	259	\$ 44,717,376	274	

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 Funds section.



2025 PROGRAM GUIDE

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 and address the condition of vacant and blighted properties through enforcement of the city's housing, zoning, graphics, health, sanitation, and safety codes.

CUSTOMER SERVICE

To provide prompt, accurate service to 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 and account for the internal service charges necessary to maintain operations.

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.

BUSINESS REGULATIONS

Comprised of the weights and measures and license sections, administers and enforces all laws, rules and regulations relating to licensing and permit requirements for various types of businesses and provide equity in the marketplace by attempting to provide a level field of competition for merchants to conduct their business and seek to guarantee no monetary damages to buyers and sellers in commercial transactions.

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.