



We Are Columbia

#Know Your City

Services Guide

www.Columbiasc.net

Table of Contents

Mayor, City Council, Executive Management	3
Animal Services	4
Business Licenses	4
Columbia - Richland 9-1-1 Communications	5
Columbia - Richland Alerts (C.R.A)	5
Community Development	6
Customer Care Center	7
Drew Wellness Center	7
Economic Development	8
Employment	9
Fire	9
Forestry and Beautification	10
Frequently Dialed Numbers	23
Office of Business Opportunities (Small Business Development)	11
Parking Services	12-13
Parks and Recreation	14-15
Planning and Development Services	16
Police	17
Property Maintenance (Code Enforcement)	17
Public and Media Relations (Education and Information)	18-20
Streets (Maintenance)	21
Traffic	21
Trash and Recycling	22
Utilities and Engineering (Water and Sewer)	22

Mayor & City Council



Stephen K. Benjamin

Mayor

Term: 01/01/14 - 12/31/17

Phone: 803-545-3075



Sam Davis

Councilman - District I

Term: 01/01/14 - 12/31/17

Phone: 803-315-5718



Tameika Isaac Devine

Councilwoman - At-Large

Term: 01/01/14 - 12/31/17

Phone: 803-254-8868

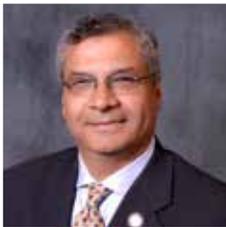


Leona K. Plough

Councilwoman - District IV

Term: 01/01/14 - 12/31/17

Phone: 803-782-1947



Moe Baddourah

Councilman - District III

Term: 01/01/16 - 12/31/19

Phone: 803-318-3111



Howard E. Duvall, Jr.

Councilman - At-Large

Term: 01/01/16 - 12/31/19

Phone: 803-238-6875



Edward H. McDowell, Jr.

Councilman - District II

Term: 01/01/16 - 12/31/19

Phone: 803-545-3061

Executive Management



Teresa Wilson (Seated)

City Manager

S. Allison Baker (Center)

Senior Assistant City Manager

Melissa S. Gentry (Left)

Assistant City Manager

Jeff Palen (Right)

Assistant City Manager

Phone: 803-545-3000

Address: City Hall, 1737 Main St,
Columbia, SC 29201

Animal Services

The City of Columbia Animal Services Division is responsible for enforcing the City's animal control ordinance, which mandates that all citizens license their animals. They are also charged with the humane care and euthanasia of unwanted pets in the City and Richland County. They also ensure that biting animals are quarantined for rabies and operate a facility that serves as a public place to surrender or adopt pets at their new state of the art adoption facility.

Phone: (803) 776-PETS (7387)

Address: 127 Humane Lane, Columbia SC 29209

Hours: Monday - Friday 8:30 a.m. - 5:00 p.m.
Saturday 9:00 a.m. - 4:00 p.m.

Web: www.columbiasc.net/animal-services

Email: animal@columbiasc.net

Business Licenses

The Business License Division assists business owners in obtaining their business license as well as a multitude of other services. We issue permits for various events such as group events, single event permits, garage sales, busker permits, extended operating hours permits and vehicles for hire permits.

Phone: (803) 545-3345

Address: 1136 Washington Street, Columbia SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/business-licensing

Columbia – Richland 9-1-1 Communications Center

The Columbia-Richland 9-1-1 Communications Center provides 24/7/365, 9-1-1 Emergency Dispatch and Public Service response to citizens and user agencies for both the City of Columbia and Richland County.

Services provided include, but are not limited to, emergency and non-emergency requests for service, dispatch of Police, Fire and Richland County Emergency Department, to include EMS.

Phone: (803) 988-8005

Address: 1800 Laurel Street, Columbia, SC 29201

Web: www.columbiasc.net/911

Columbia – Richland Alerts (C.R.A)

The City of Columbia and Richland County have established an alerts program designed to provide you with time-sensitive information for public safety and community awareness. To ensure that we can reach you with the information you need, when you need it, this notification system enables us to provide you with critical information quickly with a variety of contact preferences.

CRA Registration: www.columbiasc.net/911/citizens-alerts

Emergency: 911

Web: www.columbiarichlandfire.net

Non-Emergency: (803) 252-2911

Property Crimes: (803) 545-3500

Street Closure: (803) 545-3507

Crime Stopper: (888) CRIME-SC



Community Development

We are the fuel supporting the local economy by providing resources and opportunities for growth. Community Development administers federal, state and local funding and ensures compliance. Community Development programs increase homeownership and build neighborhood capacity while offering excellent customer service.

Phone: (803) 545-3373

Address: 1225 Lady Street, Suite 102, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/community-development

Customer Care Center

The Customer Care Center assists customers with the utility billing inquiries, takes customer concerns or questions for the City, and directs these concerns to the appropriate department.

Phone: (803) 545-3300

Address: 1136 Washington Street, Columbia, SC 29201

Web: www.columbiasc.net/customer-care

Online Services Requests:
www.columbiasc.net/customer-care/service-requests

Drew Wellness Center

At the Charles R. Drew Wellness Center, health is our top priority and excellent service is our goal. The vision of our wellness programs is to assist City of Columbia residents in better understanding and managing their health by creating an environment that supports positive health practices and offers opportunities for individuals to optimize their health.

Phone: (803) 545-3200

Address: 2101 Walker Solomon Way, Columbia, SC 29201

Hours: Monday – Thursday 5:30 a.m. - 9 p.m.

Friday 5:30 a.m. – 8 p.m.

Saturday 8 a.m. – 6 p.m.

Sunday 2 p.m. – 6 p.m.

Web: www.columbiasc.net/drew-wellness

Employment

The City of Columbia's Human Resources Department is always recruiting great people to fill our available positions, which cover a wide variety of industries and skill sets. If you are looking for a dynamic organization focused on providing exceptional services to citizens and visitors. The City of Columbia offers competitive compensation and a benefits package.

Phone: (803) 545-3010

Address: 1225 Lady Street, Columbia, SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/employment

Fire

The Fire Department is responsible for enforcing fire codes, providing public fire safety education programs, investigating arson, and responding – fast – not only to fires but also to rescue situations, hazardous materials leaks and natural disasters.

Phone: (803) 545-3700

Address: 1800 Laurel Street, Columbia, SC 29201

Web: www.columbiarichlandfire.net



Forestry & Beautification

The City of Columbia maintains a Landscape and Tree Ordinance in order to protect and enhance the City's greenscape. The City's Forestry and Beautification Division maintains City trees, gateways and landscaped medians to ensure safety and to increase the quality of life for residents and visitors.

Phone: (803) 545-3860

Address: 2910 Colonial Drive, Columbia SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/forestry

Email: forestry@columbiasc.net



■ ■ Office of Business Opportunities ■ ■ (Small Business Development)

The Office of Business Opportunities (OBO) has three divisions that are designed to help meet the needs of small, minority and women owned businesses in the City of Columbia: (1) Commercial Lending; (2) Technical Assistance, Education and Advocacy; and (3) Contractor and Supplier Diversity. Through these divisions, the City offers commercial loans, facade loans/ grants, workshops and training, specifically for small businesses.

Phone: (803) 545-3950

Address: 1225 Lady Street, Columbia SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/obo

Email: obo@columbiasc.net



Parking Services

The City of Columbia Parking Services Department provides citizens, businesses and visitors with parking programs for on-street, garage and lot parking; enforcement of parking regulations; assistance with neighborhood parking problems; and works with the City's economic development offices to assist in providing parking for businesses.

Parking Permits

The Parking Services Department issues loading zone permits, residential parking district permits and valet parking permits. These permits must be obtained in person at 820 Washington Street.



Parking Ticket Payment Options:

Parking App:

Download the City's Passport Parking App from Google Play or the Apple Store to pay your meter directly from a mobile device.

Online:

www.columbiasc.net/tickets

In-Person:

1136 Washington Street, Columbia, SC 29201

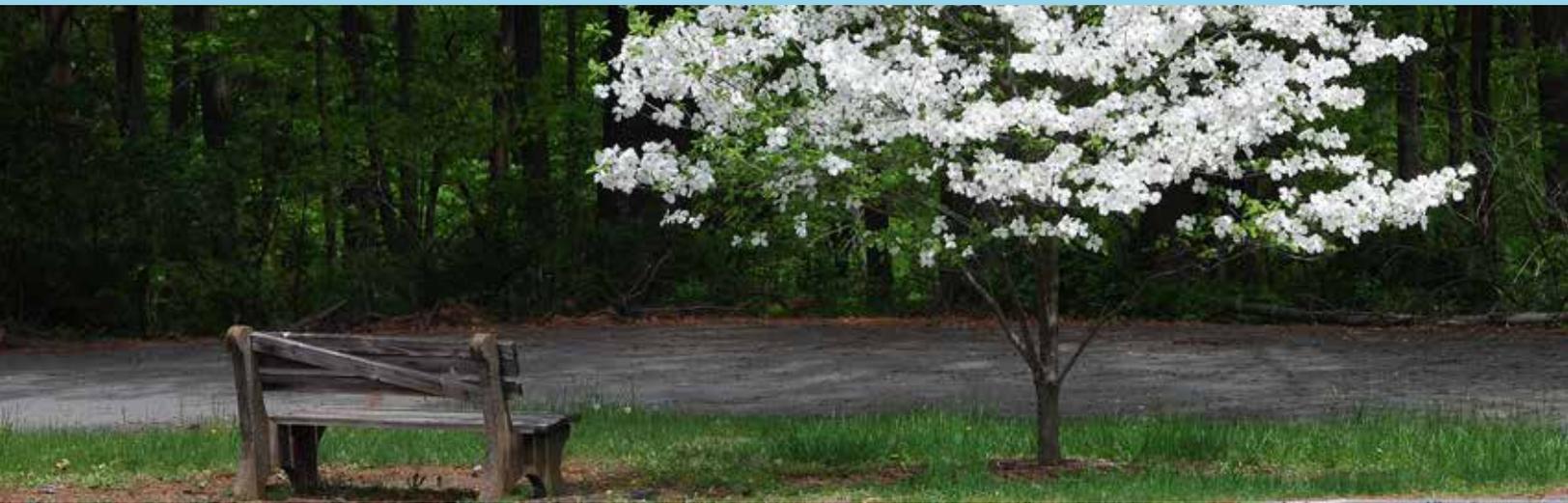
Phone: (803) 545-3362

Address: 1136 Washington Street, Columbia SC 29201

Mail: City of Columbia Parking, Post Office Box 7997,
Columbia, SC 29202-7997

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/parking



Parks & Recreation

The City of Columbia Parks and Recreation Department has 60 diverse facilities and green spaces in its park system, providing a wide variety of activities. City parks are open year-round for your enjoyment.

The Parks and Recreation Department offers diverse, community-wide programs to fulfill the recreational needs of youth, seniors and adults. Our programs include after-school, community gardens, cultural arts, athletics, summer camps and youth programs.

Facility Reservations

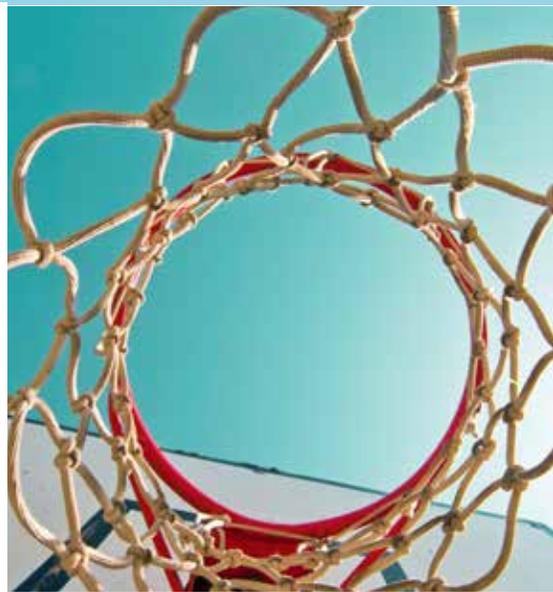
The Parks and Recreation Department provides exceptional rental facilities and outdoor spaces at affordable prices, each offering various amenities. Our facilities are available for events such as family reunions, weddings and receptions, board meetings, retreats, anniversaries, birthday parties, festivals, concerts and much more.

Parks

Neighborhood Parks feature a variety of outdoor leisure excursion opportunities. We also offer seasonal programs and activities catered to individuals, families and large groups that wish to engage in wholesome recreational experiences. These parks offer residents and visitors the opportunity to enjoy open space, playgrounds, picnic shelters, walking trails and entertainment venues.

From the heart of downtown Columbia to the banks of the Broad, Saluda and Congaree Rivers, to the outermost ends of the city, you can enjoy the beauty and serenity of our wonderful **Regional Parks**.

Although all of our parks are special in one way or another, some of them have truly unique features. These **Specialty Parks** are scattered throughout our city, and are attractions for very specific populations with very specific interests.



Recreation Centers

Neighborhood Recreation Centers are nestled in various neighborhoods throughout the City of Columbia to cater to the families that reside within each community. The centers consist of about 1500-2400 square feet of space, each including a multi-purpose room, kitchen, and restroom facilities. Select recreation centers offer an outdoor area and after-school care throughout the school year from 2 p.m. – 6p.m.

Community Recreation Centers each have a full-size gymnasium for multiple uses including athletics, exercise programs, and special events, as well as multi-purpose areas.

Phone: (803) 545-3100

Office Address: 1111 Parkside Drive, Columbia, SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/parks-recreation

Planning and Development Services

The Planning and Development Services Department handles a variety of land development and property issues from the issuance of building permits to inspecting buildings for a business license. Here is an overview of the services we offer:

Development Center:

The Development Center provides one point of entry for construction review and permitting. The staff shepherds projects from plan submittal to permitting ensuring that reviews are completed concurrently where possible.

Building Inspections:

The Building Inspections Division reviews plans and monitors construction work to ensure it conforms to established building codes and regulations. Staff also provides inspections for businesses when they move or open in a new location to make sure the space is safe and meets building codes.

Planning:

The Planning Division facilitates and implements long and short-range plans for the City, its business districts, corridors, and neighborhoods. This division also provides staff support to the Planning Commission and the Design/Development Review Commission which includes historic preservation and urban design.

Zoning/Land Use:

The Zoning Division administers the zoning and land development regulations for the City. These cover issues such as where certain uses can be established, the subdivision of land, the size and placement of buildings, and parking requirements among others. Staff also provides support to the Board of Zoning Appeals.

Board of Zoning Appeals: (803) 545-3333

Design/Development Review: (803) 545-2222

Planning Commission: (803) 545-3333

Zoning: (803) 545-3333

Planning and Preservation: (803) 545-3222

Address: 1136 Washington Street, Columbia SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/planning-development



■ ■ Police

The Columbia Police Department is an integral part of the community, and it's very important that our community feels connected to the police department. The nearly 400 officers are well-educated, well-trained, motivated to serve and, above all, respectful of the people they are sworn to protect.

Phone: (803) 545-3500

Address: 1 Justice Square, Columbia, SC 29201

Web: www.columbiapd.net

■ ■ Property Maintenance (Code Enforcement)

The Property Maintenance Division requires proper maintenance of all single family and two family residential buildings for the protection of public health, safety, and welfare.

Enforcement activities include, but are not limited to, overgrown yards or vacant lots, abandoned/derelict vehicles, illegal dumping, roll carts, and substandard houses or accessory structures in need of repair or demolition. Without voluntary abatement, compliance is achieved by administrative or court action.

Phone: (803) 545-3430

Address: 1136 Washington Street, Columbia SC 29201

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/code-enforcement



■ ■ Public and Media Relations ■ ■ (Education and Information)

The City of Columbia Public and Media Relations Department is the “voice” that informs the city of everything that happens, everything that’s about to happen, and how to access virtually every service, system and opportunity available in our community.

They’re the city’s communicators - in print and on video, at press conferences and in media releases, via e-blasts and web content, and through any other channels that suit the subject, the audience and the deadline at hand.

In short, this group is the invaluable knowledge connection that keeps everyone in touch with the fact that “We Are Columbia.”



City TV

Within City limits, Time Warner Cable Channel 2, broadcasts content which includes City Council meetings, public service announcements, press conferences, special programming and more.

Now Available on City TV:

City View

Our monthly news magazine show is broadcast on City TV and available on the City's YouTube page. The show focuses on providing highlights of what's happening in Columbia.

City Talk

Broadcast as a weekly radio show/podcast, City Talk features important City information, initiatives, partner events and more. The show is also available on SoundCloud and YouTube.

Columbia in the News

You can view entire press conferences and get in-depth information about many City of Columbia events with Columbia in the News. This show is also available to watch on YouTube and Facebook.

Columbia Close-Up

Need more information about an upcoming event or initiative? Columbia Close-Up brings you in-depth interviews with people closely tied to the subject. These videos can be seen on CityTV, YouTube and on our Facebook page.

To Serve and Protect

Get an inside look of the City of Columbia Police Department with “To Serve and Protect.” This segment features many initiatives and programs the Columbia Police Department is doing to keep the capital city safe and secure.

City Events

Did you miss out on a recent event in Columbia? City Events brings you interviews and highlights from recent events around the City of Columbia. This show is available to watch on CityTV, YouTube and Facebook.

Know Your City

Get to know your city departments and the work they do by watching “Know Your City.” From Animal Services to Utilities & Engineering, city departments work hard every day to improve the lives of Columbia residents. This show is available on CityTV, YouTube and Facebook.

City PR Website: www.columbiasc.net/pr

City Website: www.columbiasc.net

City TV: www.columbiasc.net/citytv

City Events Calendar: www.columbiasc.net/calendar

Phone: (803) 545-3020

Address: 1737 Main Street, Columbia SC 29201

Email: pio@columbiasc.net

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Streets (Maintenance)

The City maintains approximately 30 percent of the streets within the City limits; the South Carolina Department of Transportation (SCDOT) maintains the remainder. Requests for street and/or sidewalk maintenance may be submitted on-line.

Phone: (803) 545-3790

Address: 2910 Colonial Drive, Columbia SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/streets

Street Closings: www.columbiapd.net/street-closure

Flood Prone Streets and Intersections:
www.columbiasc.net/streets/flood-prone

Traffic

Street Signal Maintenance:
www.columbiasc.net/traffic-engineering/signal-maintenance

Neighborhood Traffic Control:
www.columbiasc.net/traffic-control

Street Banner Program:
www.columbiasc.net/street-banner

Phone: (803) 545-3850

Address: 2910 Colonial Drive, Columbia SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/traffic-engineering

Trash and Recycling

The Solid Waste and Recycling Division services include collection and disposal of garbage, recycling and yard waste within the corporate city limits.

Waste Wizard App:

Download the City's Waste Wizard App from Google Play or the Apple Store. Get a customized calendar notification for the recycling schedule and learn how to recycle items with the Waste Wizard App.

Garbage: (803) 545-3800

Recycling: (803) 545-3800

Address: 2910 Colonial Drive, Columbia SC 29203

Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Web: www.columbiasc.net/solid-waste

Email: sanitation@columbiasc.net

Utilities and Engineering (Water and Sewer)

The Department of Utilities and Engineering maintains the City's drinking water supply, collects and treats the City's wastewater, designs and oversees construction of many City construction projects, and performs other related duties.

Drinking Water: www.columbiasc.net/drinking-water

Stormwater: www.columbiasc.net/stormwater

Wastewater: www.columbiasc.net/wastewater

Water and Sewer Taps: www.columbiasc.net/taps

Phone: (803) 545-3400

Address: 1136 Washington Street, Columbia SC 29201

Web: www.columbiasc.net/utilities-engineering

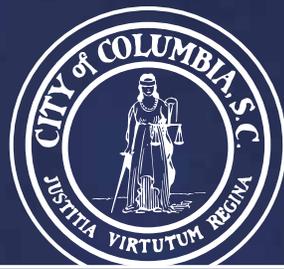
Hours: Monday – Friday 8:30 a.m. - 5 p.m.

Email: customercare@columbiasc.net

Frequently Dialed Numbers

For Emergencies: Dial 911

Abandoned Vehicles.....(803) 545-3300	LGBT Liaison.....(803) 545-4265
Animal Services.....(803) 776-7387	Loans/Housing(803) 545-3373
Arts Center.....(803) 545-3112	Marriage Licenses(803) 576-1963
Building Permits(803) 545-3420	Mayor's Office.....(803) 545-3075
Business Licenses.....(803) 545-3345	Municipal Court.....(803) 545-3150
Chamber of Commerce(803) 733-1110	Office of Business Opportunities..(803) 545-3950
City Hall(803) 545-3000	Overgrown/Vacant Lots.....(803) 545-3432
City Manager's Office.....(803) 545-3026	Parking Tickets(803) 545-3362
CPAC.....(803) 545-2722	Parks and Recreation.....(803) 545-3100
Columbia Development Corp. ... (803) 988-8040	Planning and Development(803) 545-3222
Columbia Music Festival Assoc. .(803) 771-6303	Police Department(803) 545-3500
Community Development(803) 545-3373	Post Office(800) 275-8777
Crime Prevention.....(803) 545-3555	Potholes.....(803) 545-3790
Customer Care Center.....(803) 545-3300	Property Tax (Richland County)..(803) 576-2250
Development Services(803) 545-3420	Public and Media Relations.....(803) 545-3020
Drew Wellness Center(803) 545-3200	Recycling(803) 545-3800
Drivers' Licenses.....(803) 896-5000	Richland County Info(803) 929-6000
Economic Development(803) 734-2700	State Government Info(803) 896-0000
Emergency Preparedness(803) 545-3500	Streets Division.....(803) 545-3790
Engineering.....(803) 545-3400	Traffic Engineering(803) 545-3850
Environmental Control(803) 545-3430	Trees (Forestry)(803) 545-3860
Finance(803) 545-3325	Vehicle Registration(803) 896-5000
Fines and Bonds(803) 545-3140	Vital Statistics(803) 898-3630
Fire Department(803) 545-3700	Voter Registration (Lexington)....(803) 785-8361
Floodplain Management(803) 545-3400	Voter Registration (Richland)(803) 576-2240
Garage Sales.....(803) 545-3345	Wastewater Maintenance(803) 545-3300
Garbage & Trash Pickup(803) 545-3800	Water and Sewer Taps.....(803) 545-3400
Homeland Security(803) 545-3118	Water Bills(803) 545-3300
Homeless Services.....(803) 799-3853	Water Distribution(803) 545-3400
Human Resources.....(803) 545-3010	Water Testing.....(803) 545-3400
Inspections Department.....(803) 545-3420	Zoning.....(803) 545-3333



We Are Columbia

#Know Your City

www.Columbiasc.net



PUBLIC AND MEDIA RELATIONS DEPARTMENT

(P) 803-545-3020 | (F) 803-343-8719 | pio@columbiasc.net | www.columbiasc.net

