



CITY OF COLUMBIA

KNOW YOUR CITY GUIDE



WELCOME TO THE CITY OF COLUMBIA

CONTENTS

- 03 Introduction**
- 04 Animal Services**
- 05 Business License**
- 06 Columbia-Richland 9-1-1**
- 07 Columbia Richland Alerts**
- 08 Columbia Water**
- 09 Community Development**
- 10 Customer Care Center**
- 11 Economic Development**
- 12 Emergency Management**
- 13 Employment**
- 14 Fire Department**
- 15 Forestry and Beautification**

- 16 Office of Business Opportunities
(Small Business Development)**
- 17 Parking Services**
- 18 Parking Solutions**
- 19 Parks and Recreation**
- 20 Planning and Development Services**
- 21 Planning and Development Services**
- 22 Police Department**
- 23 Procurement and Contracts**
- 24 Property Maintenance
(Code Enforcement)**
- 25 Public Relations, Media, and Marketing**
- 26 Public Relations, Media, and Marketing**
- 27 Solid Waste and Recycling**
- 28 Streets (Maintenance)**
- 29 Traffic**
- 30 Frequently Called Numbers**

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. Animal Services are charged with the humane care and outcome of unwanted pets in the City and Richland County. We operate a facility that serves as a public place to surrender or adopt pets at the new state of the art adoption facility.

Phone: (803) 776-PETS (7387)

Address: 127 Humane Lane, Columbia, SC 29209

Hours: Monday - Friday: 12 p.m. - 5 p.m.

Saturday: 9 a.m. - 4 p.m.

Web: <https://animalservices.columbiasc.gov>

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

Phone: (803) 545-3345

Address: 1339 Main Street (1st Floor),
Columbia, SC 29201

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

Web: [https://finance.columbiasc.gov/
business-licensing/](https://finance.columbiasc.gov/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 The City of Columbia. Services provided include emergency and non-emergency requests for service, dispatch of Law Enforcement, Fire Department and Emergency Medical Services.

Phone: (803) 988-8005 (Admin)

(803) 252-2911 (Dispatch Non-Emergency)

Address: 1800 Laurel Street Columbia, SC 29201

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

Web: <https://publicsafety.columbiasc.gov/911-communications>

Columbia-Richland Alerts

The City of Columbia and Richland County have established an alerts program designed to provide residents with time-sensitive information for public safety and community awareness. To ensure that information is available in a timely manner, the notification system enables the ability to deliver critical information quickly.

CRA Registration:

<https://publicsafety.columbiasc.gov/citizens-alerts/>

ALERTS:

- **Public Safety**
- **Power Outages**
- **Missing Persons**
- **Community Events**
- **Road Closures**
- **Public Hearings**
- **Traffic Safety**
- **Waste/Sewer**

Columbia Water

Columbia Water maintains the City's drinking water supply, collects and treats the City's wastewater, designs and oversees the construction of many City projects.

Phone: (803) 545-3300

Address: 1136 Washington Street Columbia, SC 29201

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

Drinking Water: <https://columbiascwater.net/about-drinking-water/>

Stormwater: <https://columbiascwater.net/about-stormwater/>

Wastewater: <https://columbiascwater.net/about-wastewater/>

Water and Sewer Taps:

<https://columbiascwater.net/property-services/taps/>


Web: <https://columbiascwater.net/>

Email: customercare@columbiasc.gov

App: EyeOnWater available for both Android and Apple

App: MyColumbiaSC available for both Android and

Apple



Community Development supports 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 neighborhood capacity while offering excellent customer service.

Phone: (803) 545-3373

Address: 1401 Main Street, 4th Floor
Columbia, South Carolina 29201

Fax: (803) 255-8912

Community Development

Customer Care Center

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

Phone: (803) 545-3300

Address: 3000 Harden Street Columbia, SC 29203

Email: customercare@columbiasc.gov

Hours: Customer Care is available by phone Monday through Friday from 8:00AM-6:00PM.

An answering service will take emergency calls after hours and on weekends. The Payment and Customer Care Center, located at 3000 Harden St. is open 8:30AM-5:00PM Monday through Friday for in-person service. Customer Care can also be reached through online chat on our website from 9:00AM-5:00PM Monday through Friday.

Web: <https://columbiascwater.net/customer-care/>

Economic Development

The **Office of Economic Development** serves as a medium in helping companies identify and capitalize on new business opportunities. Economic Development's goal is to help local companies be competitive in the global market as effectively and efficiently as possible, and to know the City of Columbia is a great place to operate a business.

Phone: (803) 734-2700

Address: 1201 Main Street Suite 250
Columbia, SC 29201

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

Email: development@columbiasc.gov

Web: <https://www.choosecolumbiasc.com/>

Emergency Management

The **Office of Emergency Management** ensures public safety and a safer city as the City leads the way in innovative and high quality services, utilizing best practices in “all-hazards” emergency management. Emergency Management focuses on preparedness, response, recovery, and mitigation while establishing the central priorities of saving lives, stabilizing incidents, protecting property, and providing basic human needs.

Phone: (803) 545-4296

Address: 1800 Main Street, Columbia, SC 29201

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

Web: <https://em.columbiasc.gov/>

Email: ColumbiaEOC@columbiasc.gov

The City of Columbia's **Human Resources Department** recruits great people to fill available positions, which cover a wide variety of industries and skill sets. Any individual looking for a dynamic organization focused on providing exceptional services to residents and visitors should look toward the City of Columbia. Visit online to learn more about competitive compensation and benefits packages.

Phone: (803) 545-3010

Address: 1401 Main Street, 4th Floor,
Columbia, South Carolina 29201

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

Web: <https://hr.columbiasc.gov/employment/>

Employment

Fire Department

The **Columbia-Richland Fire Department** is responsible for enforcing fire codes, providing public fire safety educational programs, investigating arson and responding fast not only to fires but also rescue situations, hazardous material spills, gas leaks and other emergency incidents.

Phone: (803) 545-3700

Address: 1800 Laurel Street Columbia, SC 29201

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

Web: <https://colafire.net/>



Forestry and Beautification Division

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. The Forestry and Beautification Division also maintains a Landscape and Tree Ordinance in order to protect and enhance the City's greenscape.

Phone: (803) 545-3860

Address: 2910 Colonial Drive Columbia, SC 29203

Email: forestry@columbiasc.gov

Office of Business Opportunities

The **Office of Business Opportunities** has three divisions that are designed to help meet the needs of small, minority, and women owned businesses in the City of Columbia. Through those divisions, the City offers commercial loans, facade loans/grants, and workshops and trainings that are exclusively for new and existing small businesses.

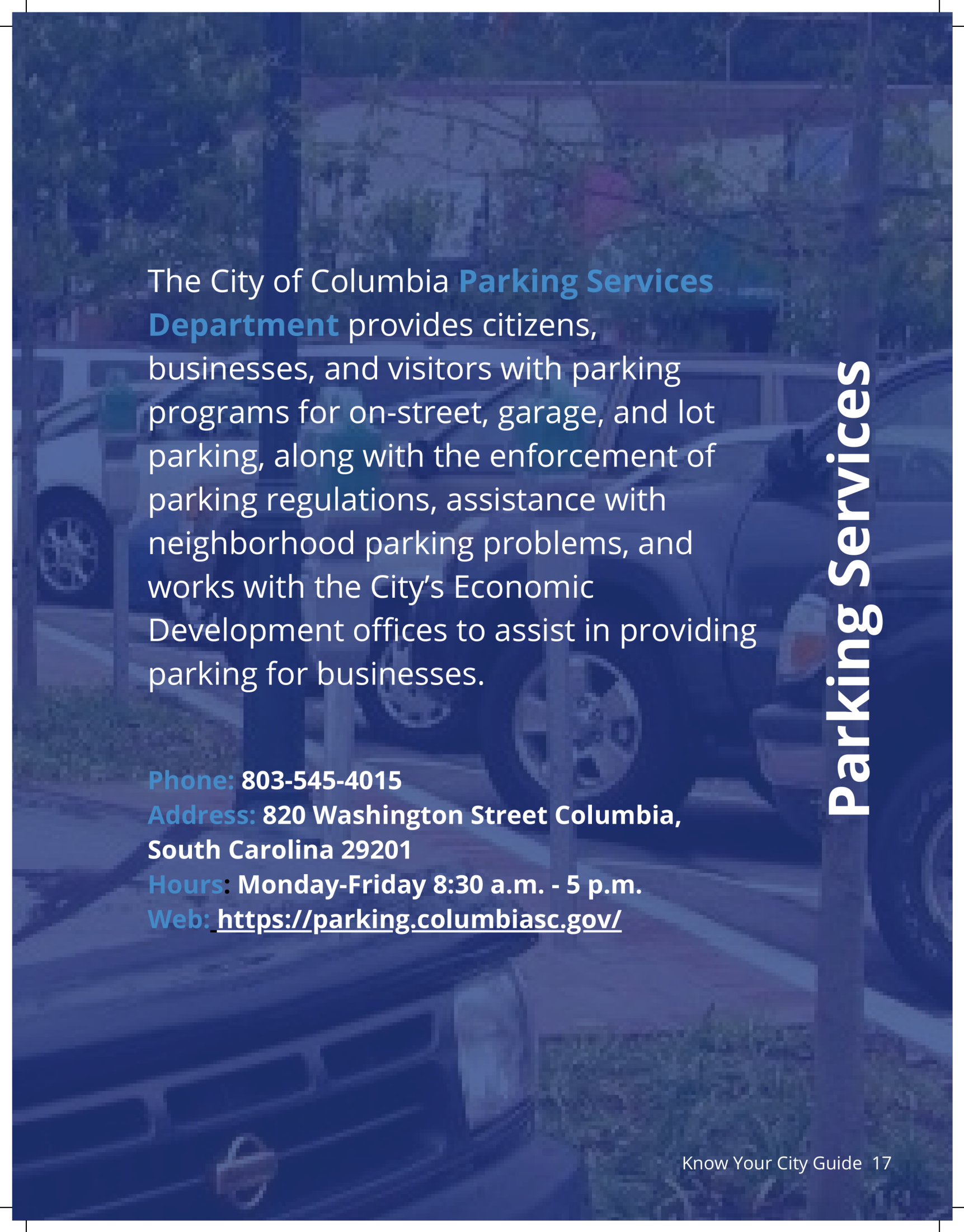
Phone: (803) 545-3950

Address: 1401 Main Street, 4th Floor
Columbia, South Carolina 29201

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

Email: obo@columbiasc.gov

Web: <https://obo.columbiasc.gov/>



The City of Columbia **Parking Services Department** provides citizens, businesses, and visitors with parking programs for on-street, garage, and lot parking, along with the 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.

Phone: 803-545-4015

Address: 820 Washington Street Columbia, South Carolina 29201

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

Web: <https://parking.columbiasc.gov/>

Parking Services

Parking Solutions

The **Parking Services Department** offers a wide range of parking solutions for the City of Columbia including, but not limited to: Monthly Parking, Residential Permits, IN/OUT Permits, Valet Permits, Smartcards, Meter Tokens, Parking Validations, Bagged Meters, & Event Parking.

On-street meters can be paid online using the convenient **Passport Parking Mobile App** on your mobile device or computer.

Parking Citations can be paid **Online** at: <https://columbiasc.t2hosted.com/> or **In-Person** at: 3000 Harden St. Columbia, SC 29203

Phone: 803-545-4015

Address: 820 Washington Street
Columbia, South Carolina 29201

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

Email: ParkingServices@columbiasc.gov

Web: <https://parking.columbiasc.gov/>

Parks and Recreation

The City of Columbia's **Parks and Recreation Department** has 60 diverse facilities and green spaces in its park system, which provides wide variety of activities. The Parks and Recreation Department offers community-wide programs to fulfill the recreational needs of youth, seniors, and adults. Parks and Recreation programs include after-school, community gardens, cultural arts, athletics, summer camps, and youth programs.

Phone: 803-545-3100

Address: 1111 Recreation Drive Columbia, SC 29201

Hours: 2 p.m.- 9 p.m. Mon.-Thurs. (Community Recreation Centers) 2 p.m.- 8 p.m. Friday (Community Recreation Centers) 10 a.m. - 6 p.m. Saturday (Community Recreation Centers) 2 p.m.- 7 p.m. Sunday (Community Recreation Centers)



Planning and Development Services

The Planning and Development Services Department handles a variety of land development and property issues from planning for growth to the issuance of building permits. Here is an overview of what we offer:

Development Center: The Development Center provides one point of entry for construction review and permitting. The staff guide 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, it's business districts, corridors, and neighborhoods. The 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. 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: <https://planninganddevelopment.columbiasc.gov/>

Police Department

The Columbia Police Department (CPD) is a nationally accredited law enforcement agency committed to achieving policing excellence through problem-solving partnerships. The diverse staff of sworn officers and civilian personnel provides professional, ethical, and fair, and impartial police services to all our citizens and visitors.

Phone: (803) 545-3500

Address: 1 Justice Square, Columbia, SC 29201

Web: www.ColumbiaPD.net



CITY OF COLUMBIA
POLICE DEPARTMENT

Procurement and Contracts

The City of Columbia's **Department of Procurement and Contracts** is responsible for overseeing all aspects of the City's procurement and contracting process. The department coordinates with other departments and divisions citywide to identify the most appropriate procurement delivery and source selection method for acquiring goods and successfully contracting for services.

Bidding Opportunities:

<https://columbiasc.ionwave.net/Login.aspx>

Phone: (803) 545-3470

Address: 1800 Main Street Columbia, SC 29201

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

Web: **<https://procurement.columbiasc.gov/>**

Email: procurement@columbiasc.gov

Property Maintenance

The Code Enforcement Division enforces a variety of local ordinances related to the property maintenance and nuisances on all properties in the City of Columbia.

This is done to ensure a healthy and safe environment in order to provide a high quality of life for residents, businesses and visitors. In addition, the city has adopted the International Property Maintenance Code (IPMC).


Enforcement activities include, but are not limited to, overgrown yards or vacant lots, abandoned/derelict vehicles, illegal dumping, roll carts and substandard structures in need of repair or demolition. We also enforce the City's Residential Rental Ordinance and the Vacant Building Ordinance.

Phone: (803) 545-3430

Address: 1136 Washington Street
Columbia, SC 29201

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

Web: <https://columbiapd.net/code-enforcement/>



Through the use of print and online publications, video content, a website and microsites, as well as social media platforms, the **Public Relations, Media and Marketing Department** serves as the City of Columbia's voice. The primary focus of the department is to provide essential and accurate information to citizens about City services and operations.

Roku

1. At the "Home" Screen, scroll down and click the "Search" tab
2. Type in "City of Columbia SC"
3. In the results, click the icon that reads "City of Columbia SC"
4. You can then click "Add channel" to save it to your "Home" screen or click "Go to channel" to start viewing the channel.

Public Relations, Media and Marketing

Amazon Fire TV

1. At the “Home” Screen, scroll over and click the “Search” bar
2. Type in “City of Columbia SC”
3. In the results, click the icon that reads “City of Columbia SC” under Apps & Games.
4. Click “Get-Free to download” to add the channel to Amazon Fire TV.

Once installed, you can now open the app or access through “Your Apps & Channels” on the “Home” screen.

Be sure to also stay up-to-date and connected to the City of Columbia through our social media platforms; Facebook (@CityofColumbia), Twitter (@CityofColumbia) and Instagram (@WeAreColumbia), as well as by visiting the departments page on the city website at www.columbiasc.gov/pr.

Phone: (803) 545-3020

Address: 1737 Main Street Columbia, SC 29201

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

Web: <https://publicrelations.columbiasc.gov/>

City TV: www.youtube.com/CityofColumbiaGovernment

Public Education/PR Initiatives:

<https://publicrelations.columbiasc.gov/special-projects/>

City Events Calendar: www.columbiasc.gov/calendar

Email: pio@columbiasc.gov

Twitter: @CityofColumbia

Facebook: @CityofColumbia

Instagram: @wearecolumbia

Amazon Fire TV: City of Columbia

Roku TV: City of Columbia

Solid Waste and Recycling

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

Phone: (803) 545-3800

Address: 2910 Colonial Drive Columbia, SC 29203

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

Email: sanitation@columbiasc.gov

Waste Wizard App:

Download the City's Waste Wizard App and get a customized calendar notification for the recycling schedule and learn how to recycle items. Search Columbia, SC Solid Waste in your app store.

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.

Phone: (803) 545-3740

Address: 2910 Colonial Drive Columbia, SC 29203

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

Web:

<https://publicworks.columbiasc.gov/street-maintenance/>

Flood Prone Streets and Intersections:

<https://publicworks.columbiasc.gov/flood-prone-streets-intersections/>

Traffic

The City's **Traffic Engineering Division** is responsible for the overall management of the City's traffic and lighting systems, banner program, installation and maintenance of traffic equipment, radios, and more.

Phone: (803) 545-3850

Address: 2910 Colonial Drive Columbia, SC 29203

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

Web:

<https://publicworks.columbiasc.gov/traffic-engineering/>

Neighborhood Traffic Control:

<https://publicworks.columbiasc.gov/neighborhood-traffic-control/>

Street Banner Program:

<https://publicworks.columbiasc.gov/banner-program/>

Frequently Dialed Numbers

For Emergencies, Dial 911

Animal Services.....	(803) 776-7387	Mayor's Office.....	(803) 545-3075
Building Permits.....	(803) 545-3420	Municipal Court.....	(803) 545-3150
Business Licenses.....	(803) 545-3345	Non-Emergency for 911.....	(803) 252-2911
Chamber of Commerce.....	(803) 733-1110	Office of Business Opportunities..	(803) 545-3950
City Clerk.....	(803) 545-3045	Parking Services.....	(803) 545-4015
City Hall.....	(803) 545-3000	Parks and Recreation.....	(803) 545-3100
City Manager's Office.....	(803) 545-3480	Planning and Development.....	(803) 545-3222
Code Enforcement.....	(803) 545-3430	Police Department..	(803) 545-3500
CPAC.....	(803) 545-2722	Post Office.....	(800) 275-8777
Columbia Empowerment Zone.....	(803) 748-0964	Potholes.....	(803) 545-3790
Columbia Housing Development Corporation and TN Development Corporation.....	(803) 545-3767	Procurement and Contracts.....	(803) 545-3470
Columbia Music Festival Assoc.....	(803) 771-6303	Property Tax (Richland County).....	(803) 576-2640
CRC (Non-Emergency).....	(803) 252-2911	Public Relations, Media and Marketing.....	(803) 545-3020
Community Development.....	(803) 545-3373	Recycling.....	(803) 545-3800
Crime Prevention.....	(803) 545-3555	Richland County Info.....	(803) 929-6000
Development Center.....	(803) 545-3483	State Government Info.....	(803) 734-5049
Drew Wellness Center.....	(803) 545-3200	Streets Division.....	(803) 545-3790
Driver's Licenses.....	(803) 896-5000	Traffic Engineering.....	(803) 545-3850
Economic Development.....	(803) 734-2700	Transitions.....	(803) 708-4862
Emergency Management.....	(803) 545-4296	Trees (Forestry).....	(803) 545-3860
Emergency Preparedness.....	(803) 545-3500	United Way.....	(803) 733-5400
Engineering.....	(803) 545-3400	Vehicle Registration.....	(803) 896-5000
Finance.....	(803) 545-3325	Vital Statistics.....	(803) 898-3630
Fines and Bonds.....	(803) 545-3135	Voter Registration (Lexington).....	(803) 785-8361
Fire Department.....	(803) 545-3700	Voter Registration (Richland).....	(803) 576-2240
Garbage & Trash Pickup.....	(803) 545-3800	Water and Sewer Taps.....	(803) 545-3400
Homeland Security.....	(803) 545-3118	Water Distribution.....	(803) 545-3930
The Cooperative Ministries.....	(803) 799-3853	Water Testing.....	(803) 545-3400
Human Resources.....	(803) 545-3010	Zoning.....	(803) 545-3333
LGBT Liaison.....	(803) 545-3009		
Loans/Housing.....	(803) 545-3373		
Marriage Licenses.....	(803) 576-1963		



PUBLIC RELATIONS, MEDIA & MARKETING

(P) 803 -545-3020 | (F) 803-343-8719 | PIO@COLUMBIASC.GOV | WWW.COLUMBIASC.GOV



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