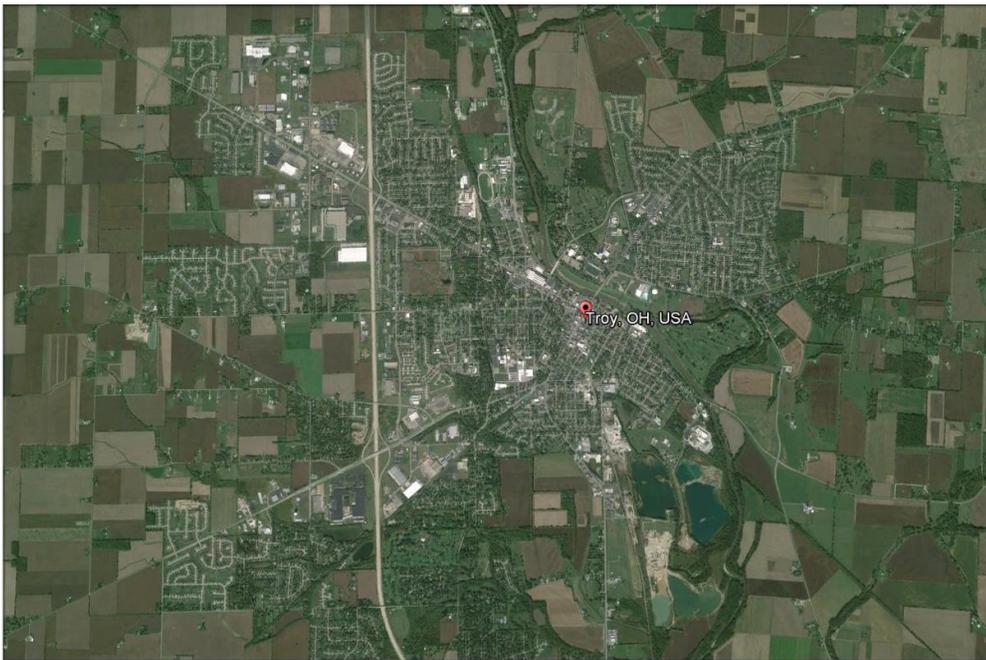


**The City of Troy**  
**[www.troyohio.gov](http://www.troyohio.gov)**

# **Business Guide**

**A Guide to Obtain City Approval for your Business**

**Welcome to Troy, Ohio!**



**Table of Contents**

1) Welcome Letter.....**Page 1**

2) Using This Guide.....**Page 2**

- a) Getting Started
- b) Moving Forward
- c) Receiving Approvals
- d) Permit Flowchart

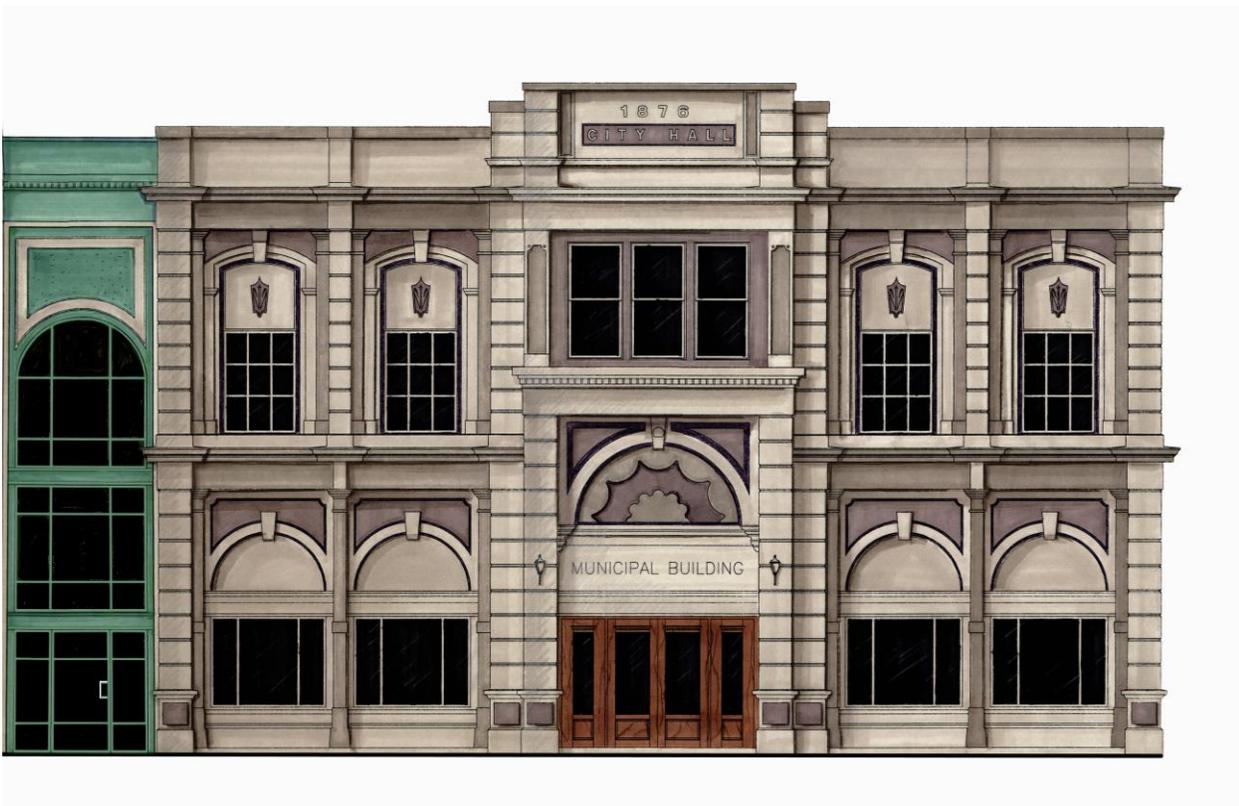
3) Resource Contact Information .....**Page 5**

- a) City of Troy Contacts
- b) State of Ohio Contacts
- c) Education Contacts
- d) Township Contacts
- e) County Contacts
- f) Local Business Services

**Welcome!**

On behalf of the City of Troy, we are pleased that you are considering investing in our community with your business. We have provided this guide to help you with the process of establishing or expanding your company. Keep in mind that this guide is a just a resource and that all businesses have unique situations and goals. The best way to ensure that you are on the right track with your business is to maintain close communication with the departments listed in this document. City staff (particularly in economic development, engineering and planning & zoning) can provide great technical assistance for your project. As we work together, we are confident that you will find Troy to be a great place for growing your business.

Patrick Titterington  
Director of Public Service & Safety



## Using this Guide

The purpose of this guide is to provide a prospective business owner with information about the elements of the City of Troy's permitting process. Obtaining local approval is the proper starting point in the process because every business first and foremost must have an approved, physical location on which to operate.

The following paragraphs constitute an overly simplified summary of the process of locating your business in Troy, Ohio. In using these materials, please be aware that the process is multi-faceted and can change over time as regulations are updated.

## Getting Started

You may have questions about where you can locate, what kind of signage is allowed, what permits are required, and/or whether an appearance before a City board is required, among other possible concerns. To explore these issues, the Troy Engineering and Economic Development Departments are a good place to start. These Departments can provide direction on nearly every aspect relevant to your new business. It is very likely that both departments will be involved in reviewing and approving plans, permits, and/or materials for a new business.

When trying to decide where to locate your business, the City's Economic Development Department (EDD) can also be a great resource. The EDD can provide advice on the availability of financial incentives, such as tax abatements, and maintains on the City's website a listing of available properties and their total square footage leased/vacant, type of use, etc. In addition, the EDD can provide detailed demographic/market data, which the prospective business owner may find valuable.



## Moving Forward

After you have selected a location for your business, the next step is to initiate the permit review process. This typically involves submitting materials (e.g. building & site plans) for review by staff. The exact circumstances of the use will determine the routing of the application. Staff will distribute these plans for review by various departments to ensure the plans are in compliance of our codes. This creates a "one stop" for customers which results in one contact person for the project.

The culmination of the process is the issuance of a **Certificate of Occupancy** and a **Zoning Occupancy Permit**, the former is issued by the Miami County Building Department and the latter by the Planning Division. Both are required when there is a change in the occupancy of a building and signify that the staff of the respective division has reviewed the application and is satisfied that the new use complies with all applicable Codes—zoning, fire, and/or building. The flow chart (at the end of this chapter – page 4) should help you understand the process that would be required for your business.

## Receiving Approvals

The time needed to obtain approval can vary. If your business will occupy an existing space, then the permitting process can be as short as ten days (See Scenario 1 in Appendix A). If you need to perform site work (e.g., rezoning – Scenario B), gaining approval may take several months.

In the rare case that you need to appear in front of one of the City's approval boards, you must file application with the Planning Division. The Board of Zoning Appeals meets on the second and fourth Tuesday of every month and the Planning Commission on the second and fourth Wednesday of the month. These boards are made up of appointed community residents who volunteer to hear proposals that do not meet normal development standards.

## Permits with an Existing Building on Site

### 1. No Alterations

- **Permits Required:** • Certificate of Occupancy  
• Sign Permit
- **Time Frame:** Approx. 7-10 days.

### 2. Interior Alterations Required

- **Permits Required:** • Building Permit • Certificate of Occupancy • Sign Permit
- **Time Frame:** Approx. 30 days (7-10 days for the City to review and 10-20 days for the county to review).



### 3. Exterior Building and/or Site Modifications

- **Board Approval:** • Planning Commission approval needed (if in the historic District or part of Planned Development).
- **Permits Required:** • Building Permit • Certificate of Occupancy / Zoning Occupancy Permit • Sign Permit
- **Time Frame:** Approx. 30 days (7-10 days for the City to review and 10-20 days for the county to review).

## Scenario B: Vacant Site

### 1. Appropriately Zoned for Intended Use

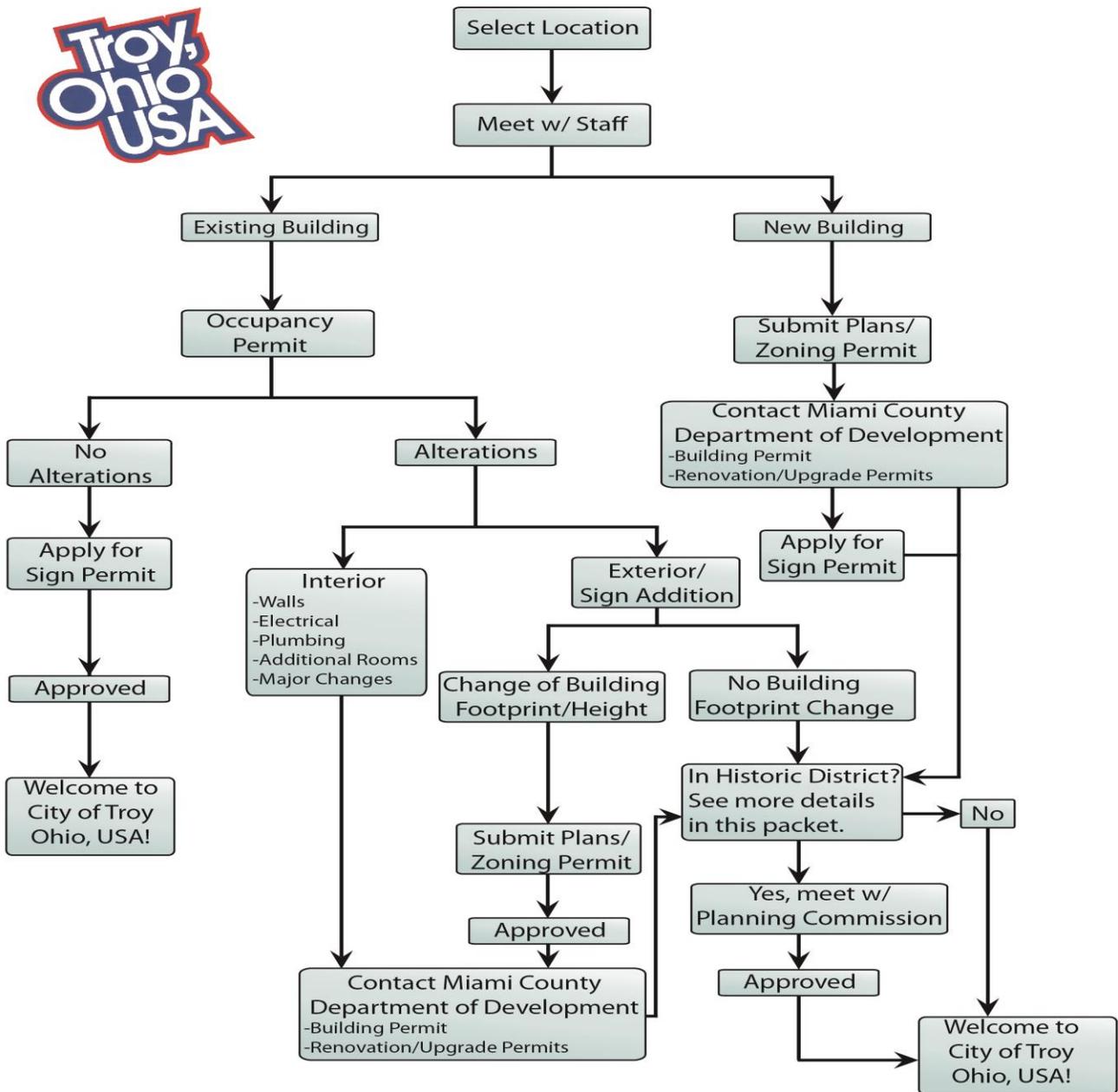
- **Permits Required** • Building Permit • Certificate of Occupancy / Zoning Occupancy Permit • Sign Permit
- **Time Frame:** Approx. 7-10 days

### 2. Rezoning Required

- **Board Approval:** • Planning Commission • City Council
- **Permits Required:** • Building Permit • Certificate of Occupancy / Zoning Certificate • Sign Permit
- **Time Frame:** 90-180 days (approximately)



# Troy Planning and Development Permit Flowchart



Note: This flowchart is for demonstration purposes and does not characterize every aspect of or variation in the permit review process.

## **Resource Contact Information**

### **1) City of Troy**

#### City Hall

The Director of Public Service and Safety is the Chief Administrative Officer of the City of Troy. Except for autonomous departments, governed by independent boards (e.g. Parks, Recreation) or those headed by elected officials (e.g. Auditor, Law Director) the Director of Public Service and Safety supervises the day to day affairs of the city based on the laws and policies established by the Mayor and Council.

Phone: (937) 335-1725  
100 South Market Street  
Troy, Ohio 45373

#### Economic Development

The Economic Development Department has several purposes: job creation, job retention and expansion, stabilization or increase of the local tax base, and job diversification.

Phone: (937) 339-9601  
100 South Market Street  
Troy, Ohio 45373

#### Engineering

Engineering is responsible for a wide range of public and private projects throughout the city. The Engineering Department oversees the Divisions of: Electrical, Planning & Zoning, Refuse, Sewer Maintenance, Street, Wastewater Treatment Plant, Water Distribution, and Water Treatment Plant.

Phone: (937) 339-2641  
100 South Market Street  
Troy, Ohio 45373

#### Fire

The Fire Department provides fire protection and emergency medical services to the City of Troy as well as Concord, Staunton and portions of Lost Creek Townships and provides a fully staffed Fire Prevention Bureau who performs fire investigations, fire safety inspections and plan reviews as well as issuing fire protection permits. This department has three stations.

Phone: (937) 335-5678  
1528 North Market Street  
Troy, Ohio 45373

#### Income Tax

Provide funds for the purposes of general municipal operation, maintenance of equipment, extension, enlargement, improvement of municipal services and facilities, and capital improvements, the City of Troy, Ohio imposes a municipal income tax. This tax is essentially an "earnings tax" and is levied on salaries, wages, commissions, and other compensation, and on net profits as provided in the City's Income Tax Ordinance. The current tax rate is 1.75%.

Phone: (937) 339-3861  
100 South Market Street  
Troy, Ohio 45373

#### Park Department

The City of Troy offers 26 parks covering 321 acres of land for public use and recreation and is responsible for maintaining all grounds and buildings throughout the parks.

Phone: (937) 335-4612  
265 Adams Street  
Troy, Ohio 45373

### Planning & Zoning

This division is responsible for the enforcement of the Zoning Code, Sign Code, Property Maintenance Code, Subdivision Regulations, as well as, compliance to the Comprehensive Plan.

Phone: (937) 339-9481  
100 South Market Street  
Troy, Ohio 45373

### Police

The Troy Police Department is sworn to protect the residents and businesses of Troy and is made up of 43 sworn officers, 1 civilian employee, and 2 part-time temporary staff. The department itself is divided into 3 separate sections: Patrol, Detective, and Administration.

Phone: (937) 339-7525  
Emergency: 9-1-1  
124 East Main Street  
Troy, Ohio 45373

### Recreation

The Troy Recreation Department oversees the operation of the Hobart Arena and the Troy Aquatic Park. In addition, the department offers and works with other local community organizations to provide a wide variety of year-round fitness, fun, and educational programming and also handles scheduling of City of Troy park facilities.

Phone: (937) 339-5145  
255 Adams Street  
Troy, Ohio 45373

### Wastewater Treatment Plant

The WWTP provides treatment to the industrial and domestic users of water within the City of Troy and surrounding areas of Miami County including Casstown. The WWTP treats an average of 5.5 million gallons per day. The plants design capacity is 7 million gallons per day. The plant effluent is discharged to the Great Miami River.

Phone: (937) 339-1410  
1400 Dye Mill Road  
Troy, Ohio 45373

### Water Treatment Plant

The WTP provides an adequate supply of drinking water, complying with all Federal and State of Ohio health and aesthetic standards. Troy obtains its public drinking water supplies from buried valley sand and gravel aquifers associated with the Great Miami River. The city currently utilizes 10 production wells to draw water from the aquifer for treatment at the water plant.

Phone: (937) 339-4826  
300 East Staunton Road  
Troy, Ohio 45373

### Utility Billing and Collection

The City of Troy Billing & Collection Department is primarily responsible for the Customer Service side of the city utilities. As a new customer, you would come to our office to sign up for water, sewer, refuse & recycling service. We are responsible for generating the bills, as well as then accepting and processing your payment for the services provided.

Phone: (937) 335-4151  
100 South Market Street  
Troy, Ohio 45373

## **2) State of Ohio**

### Ohio Small Business Development Center

The Ohio SBDC is the premier technical assistance program for Ohio's small businesses. You can read about the many tools they offer small businesses on their website.

77 South High Street, 29th Floor  
Columbus, Ohio 43215  
Phone: (614) 466-2711  
[www.development.ohio.gov/bs/bs\\_sbdc.htm](http://www.development.ohio.gov/bs/bs_sbdc.htm)

### Edison - Ohio Small Business Development Center

Edison provides comprehensive business management and education services by partnering with Ohio SBDC.

1973 Edison Ave.  
Piqua, OH 45356  
Phone: (937) 381-1516  
[www.edisonohio.edu](http://www.edisonohio.edu)

### Ohio Department of Development

The Ohio Department of Development website provides in-depth information related to assistance programs to new and existing Ohio businesses.

77 South High Street, 29th Floor  
Columbus, Ohio 43215  
Phone: (614) 466-2711  
[www.development.ohio.gov](http://www.development.ohio.gov)

## **3) Education**

### Troy City Schools

The Mission of the Troy City Schools, in partnership with our community, is to provide a quality education so our students become productive and responsible citizens. The Troy City School District encompasses 36.7 square miles in central Miami County, Ohio. The district serves the City of Troy and Concord Township. The district is comprised of one high school, one junior high and six neighborhood elementary schools.

500 North Market Street  
Troy, OH 45373  
Phone: (937) 332-6700  
Fax: (937) 332-6771

### Edison Community College

Edison Community College provides the learning opportunities, support services, and commitment that enable students to complete their educational goals and realize their dreams.

Phone: (937) 778-8600  
Fax: (937) 778-1920  
1973 Edison Drive  
Piqua, Ohio 45356  
[www.edison.cc.oh.us](http://www.edison.cc.oh.us)

### Miami-Jacobs Career College

Miami Jacobs Career College is a reputable leader in private career education. Our core mission is to provide students with an education delivering real-life career skills and dedicated placement assistance to successfully start their new career. Miami-Jacobs offers Associate Degrees, Diplomas and Certificates in fields including: Accounting, Business, Criminal Justice, Healthcare, Paralegal, and Security and Investigation.

Phone: (888) 657-9551  
865 West Market Street  
Troy, Ohio 45373  
[www.miamijacobs.edu](http://www.miamijacobs.edu)

### Urbana University

Urbana University is proud to offer a liberal arts education in a small college environment emphasizing student learning through individual attention, excellence in instruction, career-oriented programs, and critical reflection on moral and ethical values.

Phone: (937) 484-1400  
579 College Way  
Urbana, OH 43078  
[www.urbana.edu](http://www.urbana.edu)

#### **4) Township Contacts**

##### Concord Township

Concord Township provides citizens with a safe, healthy environment, protect property values, provide good schools, maintain good roads and a good quality of life style. Our township is a large mixture of urban residential, businesses, and agriculture that provides us with a balanced economy and lifestyles.

Phone: (937) 339-1492

Fax: (937) 332-1828

1150 Horizon W. Court

Troy, OH 45373

##### Stanton Township

Stanton Township is one of two townships in the City of Troy and is encompasses the eastern border of the Troy community.

Phone: (937) 339-5358

1720 Troy-Urbana Road

Troy, OH 45373

#### **5) County Contacts**

##### Miami County

Miami County offers a great deal of services to citizens and businesses outside the city limits, including Economic Development, Planning, and Building Regulations. The City of Troy contracts with the Miami County Building Department for all building inspections and building plan review inside the city limits.

County Commissioners

Phone: (937) 440-5910

201 West Main Street

Troy, OH 45373

Department of Development

Phone: (937) 440-8121

510 West Water Street, Suite 120

Troy, OH 45373

Health Department

Phone: (937) 573-3500

510 West Water Street, Suite 120

Troy, OH 45373

#### **6) Local Business Services**

##### Troy Post Office

The Troy Post office serves all areas within the City of Troy.

Phone: (937) 339-2697

305 South Market Street

Troy, OH 45373

##### Troy Area Chamber of Commerce

The Troy Area Chamber of Commerce strives to support member success and grow the local economy.

Phone: (937) 339-8769

405 S.W. Public Square, Suite 330

Troy, OH 45373

##### Troy Main Street

Troy Main Street (TMS) works directly with local building & business owners to establishing a comprehensive list of properties available for sale and/or lease. TMS also organizes events to promote and support local businesses.

Phone: (937) 339-5455

405 S.W. Public Square, Suite 213

Troy, OH 45373

##### Miami County Visitors and Convention Bureau

The Miami County Visitors and Convention Bureau provides great resources for all those visiting and living in Miami County.

Phone: 800-348-8993

405 S.W. Public Square, Suite 272

Troy, OH 45373