Guided Intake and Plan Review Tool

City Council Governance and Intergovernmental Relations Committee

February 17th, 2026

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Purpose

Provide information on the Guided Intake and Plan Review Tool (Vendor: CivCheck), from what it does, to execution and request City Council approval of the contract.

Agenda

1. Overview of the Tool
2. Strategic Rationale
3. Measuring Success
4. User Experience
5. Rollout
6. Contracting, Budgeting, Funding

Why This Matters for Denver

Current Challenges:

- **Slow, inconsistent permitting**
  - Multiple resubmittals and incomplete applications
- **Limited scalability**
  - Surges in application volume is unpredictable
- **Customer frustration**
  - Delays increase project costs and erode trust

The Opportunity:

- **Faster, predictable approvals**
  - Guided intake reduces customer errors upfront
- **Consistency and transparency**
  - Same rules applied across similar projects
- **Supports modernization goals**
  - Aligns with citywide digital transformation and efficiency

Project Timeline

2024
- Industry research & proof of value

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2025 Feb - Aug
- RFP issued, vendor demos, intent to award CivCheck

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2025 Sept – 2026 Feb
- Contract finalization

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2026 Q2
- Kick-Off

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2026 Q2 – Q3
- Implement and deliver

DENVER
THE MILE HIGH CITY

Guided Intake & Plan Review Tool

What will be delivered for all types of permit and development applications

- Enables customers to check application completeness before submission
- Provides instant feedback, reducing delays in application intake
- Aims to shorten overall permit approval time through improved accuracy
- Supports faster starts and fewer review cycles caused by incomplete information

Project focus

- **Permit Intake (Comprehensive):** automated pre-checks, document validation, and readiness scoring

Add-on modules available pending future funding:

- **Code Compliance — Single-Family/Duplex:** Single-Family/Duplex projects to increase consistency and reduce project review time.
- **Code Compliance — Commercial Quick Review:** fast-track checks for defined smaller commercial permit types

Why AI Plan Review? Strategic Rationale

- **Secure & Compliant:** Strict access controls, audit logging, vendor cannot use data for training.
- **Human Oversight:** Staff verification required for all outputs.
- **Integrated & Sustainable:** Fits within permitting modernization framework.
- **Data Governance:** Data deleted after processing per retention policies.

How We Achieve Consistent, Faster Outcomes

- Complete intake information = fewer handoffs

- One intake = consistent outcomes

- Automation = handles growth without staffing increases

- Shared KPIs = shared accountability

- Final review by staff = accuracy before city acceptance

This enables faster reviews citywide with shared, measurable outcomes across departments.

Customer

↓

Guided Intake

↓

Correct Agency

↓

Fewer Reviews

↓

Faster Approval
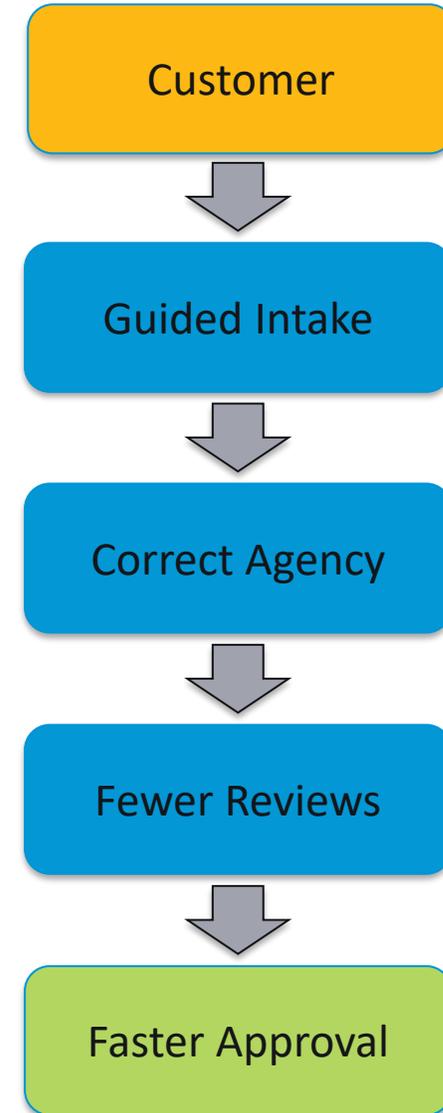
Measuring Success

⏱ **Submittal → Acceptance Time**
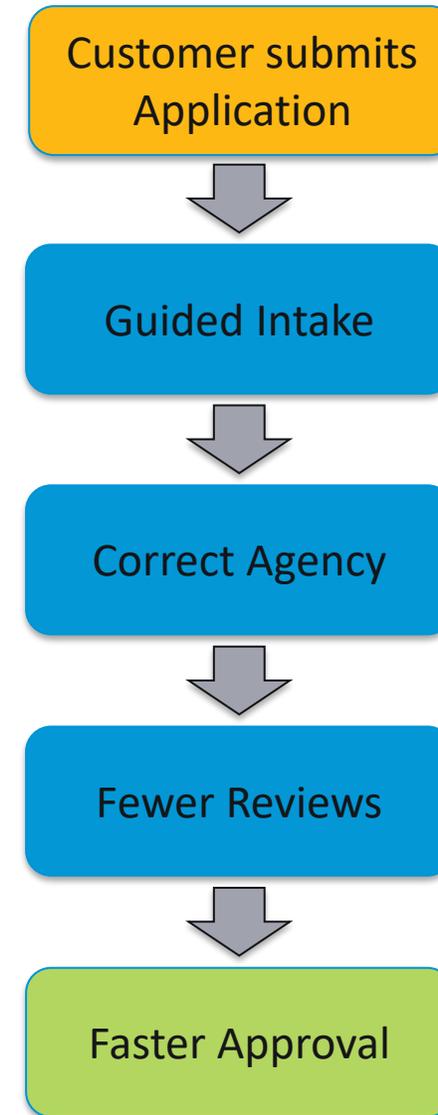*Measures real cycle-time reduction*

📥 **Intake Resubmissions** *(Target: 20%)*
Proof that guidance works

🎯 **Correct First Assignment (%)**
Right review disciplines for review on first pass

🔁 **Reviews per Application**
Fewer resubmittal reviews = less rework + staff savings

🧭 **Automated Check Accuracy**
Validated against historical decisions

💡 These are cross-department KPIs, not agency-specific.

Customer submits Application

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Guided Intake

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Correct Agency

↓

Fewer Reviews

↓

Faster Approval

Proven Use in Peer Cities + Measurable Savings

Peer jurisdictions with similar scale and regulatory complexity are already using AI-assisted pre-application and intake review tools, including Honolulu, Vancouver, New York City, and Seattle.

Demonstrated Accuracy & Reliability
99% alignment with reviewer expectations on pre-screening checks
97.6% agreement with reviewer determinations
Resulting in reviewers trust the output and spend less time re-checking basics.

Documented Time & Cost Savings
Up to 70% reduction in reviewer time per intake review
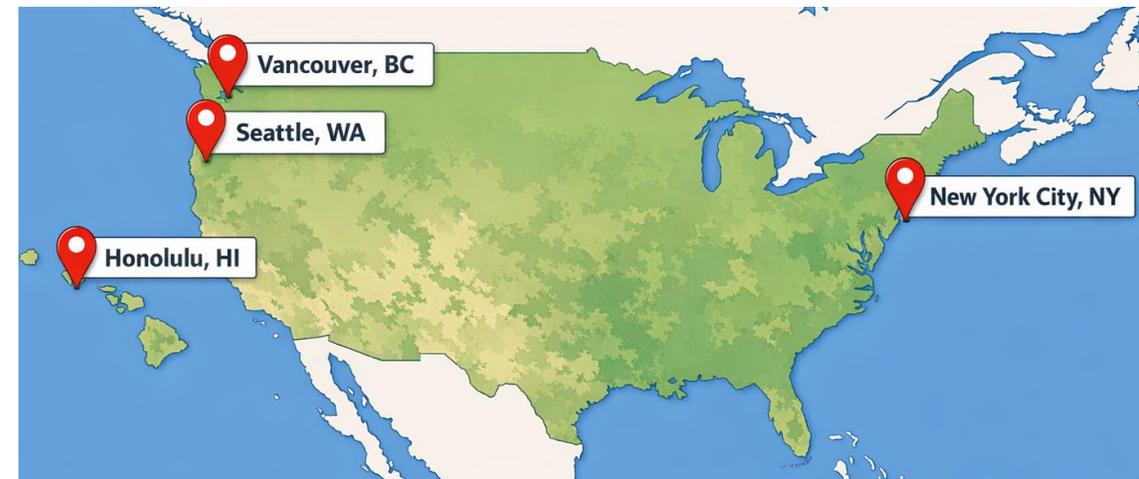**Intake review time reduced** from ~30 minutes to **under 10 minutes** in peer cities

Why This Matters for Denver
Proven, not experimental
Reduces time in City hands while maintaining code compliance
Aligns with priorities: **predictable, efficient, and improved customer experience**

Action Today & Next Steps

26-0105 Request approval of a contract with Comply AI (CivCheck)

Total Cost: $4.6 M (Includes all Modules)

Funded (Module 1): $1.05 M

❖ *The contract will include all Modules (3), with Module 1 moving forward at this time and Modules 2 and 3 are included for optional future implementations.*

Term: 5-year term

Next Steps

- Committee Approval: 2/17
- City Council Consideration: 2/23 (Pending Committee Approval)
- Kick-off in April 2026 (Pending City Council approval)
- Projected Go-Live: Fall 2026

Appendix

Permit Intake Rollout

Today
Without this change, existing processes continue to limit consistency, visibility, and scalability.

⏳ Variable timelines

🔍 Limited visibility

🔁 Manual handoffs

Kickoff & Alignment
- April 2026

Configuration
- April – May 2026

Readiness & Licensing
- May – July 2026

Customers begin using the system before full launch, allowing the City to validate results and reduce risk before citywide use.

Public Beta

Public-facing beta begins: August 2026
Real customers, controlled rollout

Citywide Public Use

Citywide public use: September 2026

Permit Intake (Comprehensive) – Q3 2026

Assessments in scope:

1. Project Type Identification
2. Intake Checklists
3. Document Requirements
4. Reviewer Task Identification
5. Location Checks (TBD), examples:
   1. Addressing
   2. Conditions (Historical Landmark, Flood Plain, Special Assessment District, EPA, Superfund,…)
   3. Zoning
   4. Parcel
   5. Owner
   6. Zone lot

Functional Expectations:

- **Near Real-Time Feedback:** Customers receive quick updates on application status and requirements.
- **Clear Feedback:** Customers can easily see positive results vs. what needs fixing.
- **User Flexibility:** Option to bypass issues when appropriate.
- **Easy Updates:** Public-facing content and system checks can be modified within 24 hours.
- **User-Friendly Interface:** Simple and intuitive for all users.
- **Linked References:** Direct links to codes or standards where available.
- **Human Oversight:** A person remains involved throughout the process.

Code Compliance – Optional Future Modules
Single-Family/Duplex & Commercial Quick

Assessments in scope:

1. **Industry & International Codes**:
   1. Building codes,
   2. International Building Code (IBC),
   3. International Existing Building Code (IEBC),
   4. International Energy Conservation Code (IECC), etc.
2. **Denver Building Code**: All applicable sections and amendments.
3. **Denver Zoning Codes**: Use, height, setbacks, density, parking, and other zoning-specific requirements. Old code out of scope.
4. **Design standards and guidelines:** Landscaping, Landmark, SUDP
5. **Other Denver Regulations**: Accessibility, floodplain, fire safety, stormwater, and other municipal requirements.
6. **Quantitative Checks:** Dimensional measurements, occupancy calculations, toilet fixture counts, and other numeric validations.
7. **Review Requirements/Checklists:** Energy, Zoning, Residential, Structural, Electrical, Plumbing, Roof and Siding, Waste Water, SUDP, …

Functional Expectations:

- **Integrated Review Process:** Results appear within the existing review workflow.
- **Seamless Digital Experience:** One branded, integrated platform with single sign-on and easy navigation.
- **Near Real-Time Feedback:** Customers receive quick updates on application status and requirements.
- **Single Data Entry:** Customers provide information once; it flows through the entire system.

Contracting, Budgeting, Funding

Term: 5-year term
Total Cost: $4.6 M (Includes all Modules)
Module 1 Funded: $1.05 M

❖ *The contract will include all Modules (3), with Module 1 moving forward at this time and Modules 2 and 3 are included for optional future implementations.*