



Development Permitting Updates

LUTI – April 15, 2025

Agenda

1. 2024 Results
2. Lessons Learned
3. Site Development Plan Initiatives – Concept and Formal Content Reduction
4. Average Plan Review Times Website Updates
5. New Website Landing Page
6. 2025 Priorities
7. Denver Permitting Office

2024 Results

Re-envision the development permitting process and reduce city review time by 30% by 12/31/2024

2024 GOALS



Subgoals

**Cut City Permitting
Time by 30%**



Subgoals

**Reduce initial
intake by 30%**

**Cut time for
SF/Duplex &
Small existing
commercial**

**Reduce SDP
review cycles and
review time**

**Improve customer
service**

**Streamline and
modernize the
development
review process**

2024 Results

At the end of 2024, we saw the following improvements in city review time and total city possession time:

 37 % Reduction	 17 % Reduction	 28% Reduction
Single Family & Duplex	Existing Commercial/Industrial Tenant Finish	Comments 1 st & 2 nd Review for Formal Site Development Plans (SDP's)

2024 Results

Key Initiatives



Piloted an **AI-assisted** plan review tool



Allowed **“approved with Conditions”** + **pre-inspection path** for interior-only single-family/duplex



Consolidated residential construction permits



Established protocol to escalate reviews at 4+ cycles



Facilitated **cross-agency workshops** to redesign the concept/SDP process



Addressed backlogs and identified opportunities to streamline applications

Lessons Learned

What Worked Well

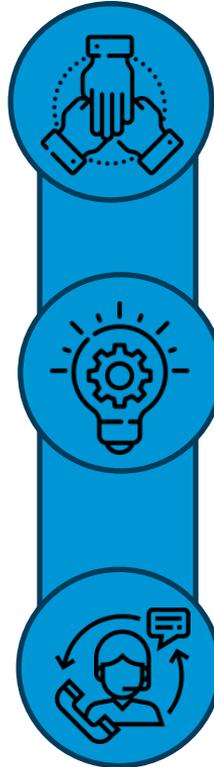
Staff innovations from customer feedback

Collaborative staff and customer discussions on the innovations

Revamped Technical Advisory Board

New Microsoft Teams page improves ability to work across departments

Downtown 16th St Express Permitting Pilot



What We Learned

More innovations than we were able to complete in 2024

Prioritization and staff availability

Importance of regular updates to all team members

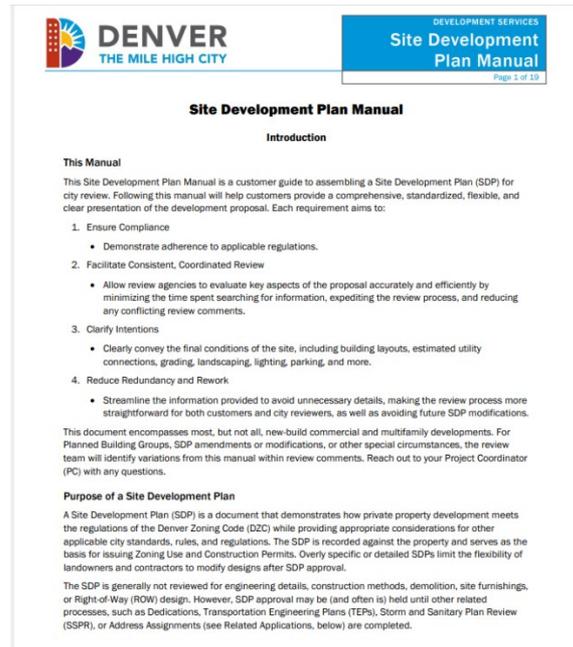
Site Development Plan Innovations

Re-Envision the purpose and intent of the Concept Plan phase

- Create future state vision of a 'One and Done Concept Plan review
- Purpose: compliance review → feasibility assessment
- Result in standardized Concept Plan experience for customers
- Majority of Concept Plan reviews = one round, unless additional rounds are requested by the customer

Clarify and streamline Formal SDP content requirements

- Creation of a new Site Development Plan Manual
- Documents a comprehensive and streamlined account of content
- Facilitates consistent, coordinated reviews across agencies
- Minimizes need for duplicative work



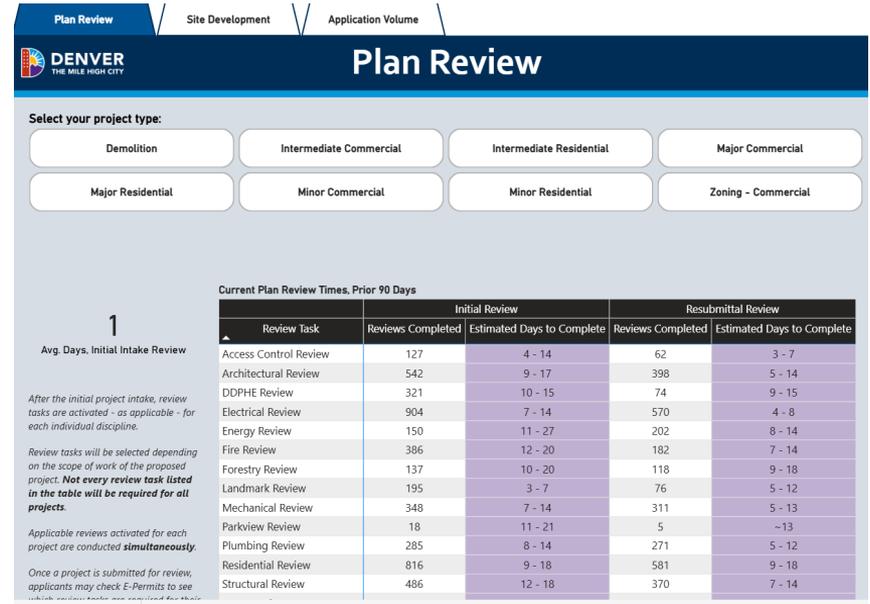
Average Plan Review Times Website

 Added overall project duration and time to complete reviews across all disciplines for a more thorough timeline view

 Improved filtering, sorting, and definitions to help users navigate and understand review data

 Refreshed dashboard layout for better usability across desktop and mobile

 Dashboard continues to be refreshed daily

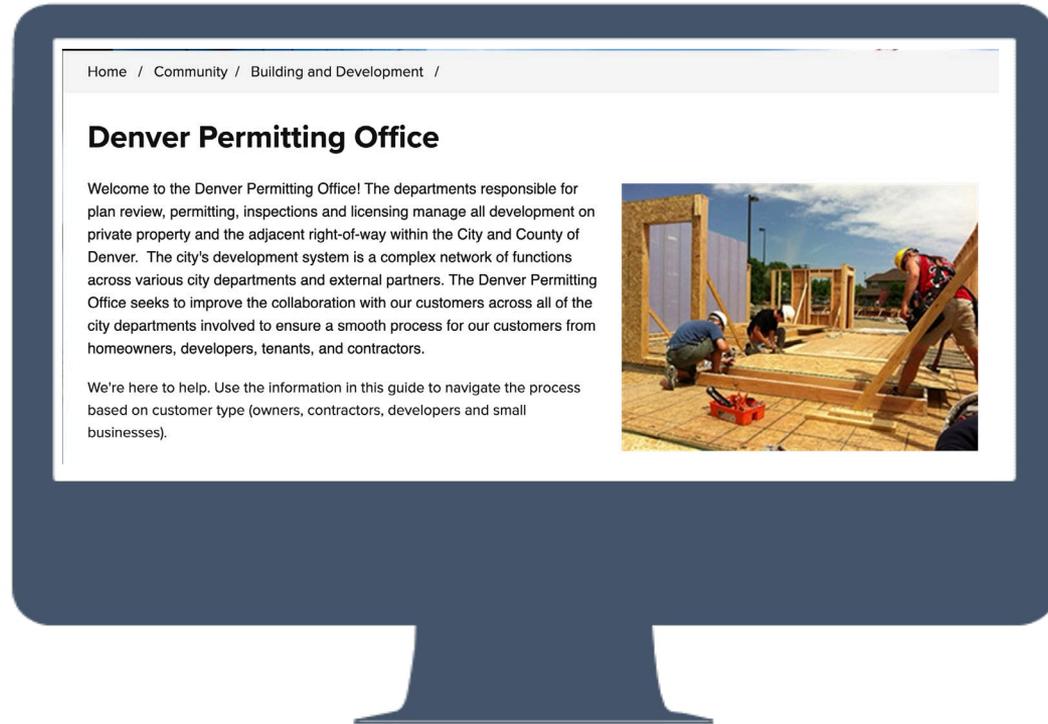


The screenshot shows the Denver Plan Review website dashboard. At the top, there are navigation tabs for 'Plan Review', 'Site Development', and 'Application Volume'. The main header features the Denver logo and the title 'Plan Review'. Below this is a section for selecting project types, with buttons for Demolition, Intermediate Commercial, Intermediate Residential, Major Commercial, Major Residential, Minor Commercial, Minor Residential, and Zoning - Commercial. A large number '1' is displayed, representing the average days for initial intake review. Below this is a table titled 'Current Plan Review Times, Prior 90 Days' with columns for Review Task, Reviews Completed, Estimated Days to Complete, and Resubmittal Review (Reviews Completed and Estimated Days to Complete). The table lists various review tasks such as Access Control Review, Architectural Review, DDPHE Review, Electrical Review, Energy Review, Fire Review, Forestry Review, Landmark Review, Mechanical Review, Parkview Review, Plumbing Review, Residential Review, and Structural Review.

Review Task	Initial Review		Resubmittal Review	
	Reviews Completed	Estimated Days to Complete	Reviews Completed	Estimated Days to Complete
Access Control Review	127	4 - 14	62	3 - 7
Architectural Review	542	9 - 17	398	5 - 14
DDPHE Review	321	10 - 15	74	9 - 15
Electrical Review	904	7 - 14	570	4 - 8
Energy Review	150	11 - 27	202	8 - 14
Fire Review	386	12 - 20	182	7 - 14
Forestry Review	137	10 - 20	118	9 - 18
Landmark Review	195	3 - 7	76	5 - 12
Mechanical Review	348	7 - 14	311	5 - 13
Parkview Review	18	11 - 21	5	~13
Plumbing Review	285	8 - 14	271	5 - 12
Residential Review	816	9 - 18	581	9 - 18
Structural Review	486	12 - 18	370	7 - 14

<https://denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Community-Planning-and-Development/Plan-Review-Permits-and-Inspections/Average-Plan-Review-Times>

New Permitting Landing Page – denvergov.org/dpo



2025 Priorities

Proposition 123 Fast Track process and pilot

Develop **tracking mechanism** for projects that exceed **180 days** of city review time and tracking of overall project time

Complete submittal package requirement - ensure all initial and resubmittals contain complete information before acceptance

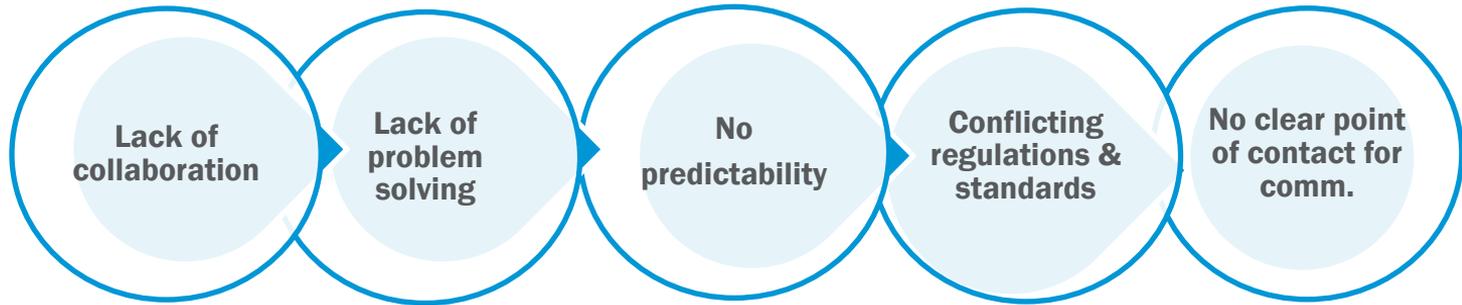
Unified comment process - Implement a process that groups comments for better delivery to customers and streamlines the way all disciplines provide comments

AI customer intake and limited plan review tools

Denver Permitting Office

Problem Identification

Dozens of review processes involving many city agencies may be needed to obtain final project approval and permits. The different review steps, agency approaches, and authorities are not aligned, causing delays, inconsistencies and lack of a clear process. This leads to:



Executive Order

- Creates the Denver Permitting Office (DPO) within the Office of the Mayor
- Outlines key commitments
- Memorandum outlining roles and responsibilities of DPO and permitting staff
- Applies to all city employees whose duties directly relate to, or are integral to, development and construction permitting processes

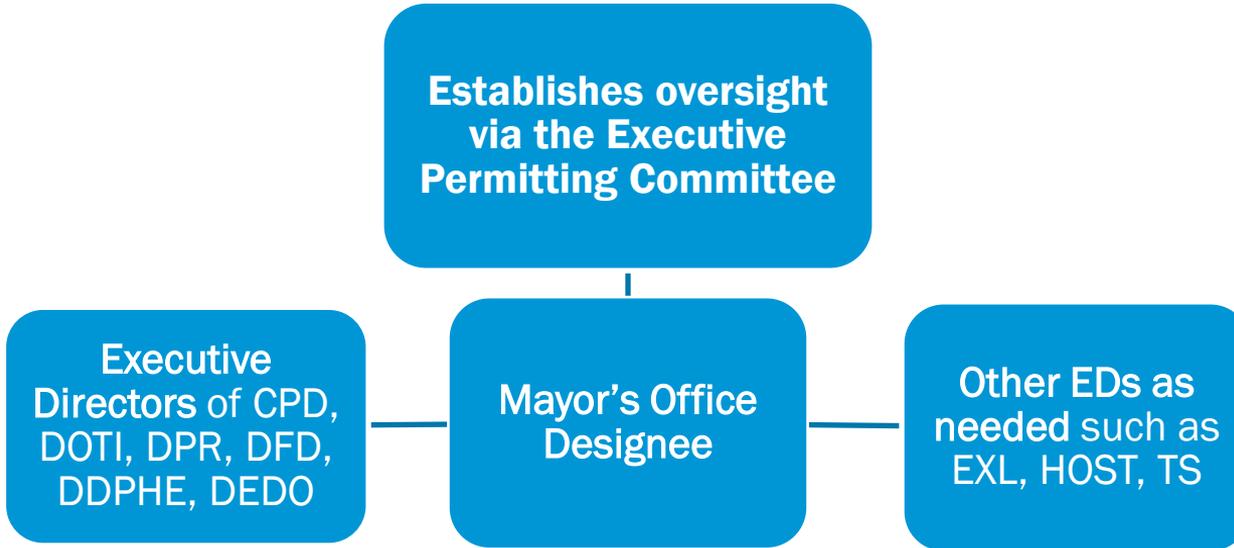


Denver Fire
Department



Executive Permitting Committee

Establishes oversight via the Executive Permitting Committee which includes:



Creating the Denver Permitting Office

- Serves as the centralized office responsible for alignment, accountability and coordination within the permitting process for development and construction projects



Mission

The mission of the DPO shall be to ensure that the City's development permitting process is efficient, consistent, and timely. The DPO shall establish and oversee systems and metrics to support effective city approvals; coordinate activities of all City departments and agencies involved in permitting functions (hereafter referred to as "department or agency" or "Permitting Department"); and provide strategic guidance to facilitate private development and associated improvements to public property.

Commitments

- Requirement to complete plan and permit **reviews within 180 days or less of city review time** from the date the City accepts a complete submittal
 - Elevated to the Executive Permitting Committee (EPC) if City exceeds that time within 14 days
 - May lead to a potential refund of some site development plan and building plan review fees if not resolved following EPC review and documented next steps
- Inter-departmental escalations – Requires the **creation of intra- and inter-departmental escalation policies** to provide enhanced transparency and reduce time spent for the customer trying to resolve on their own

Commitments

Enhanced customer service

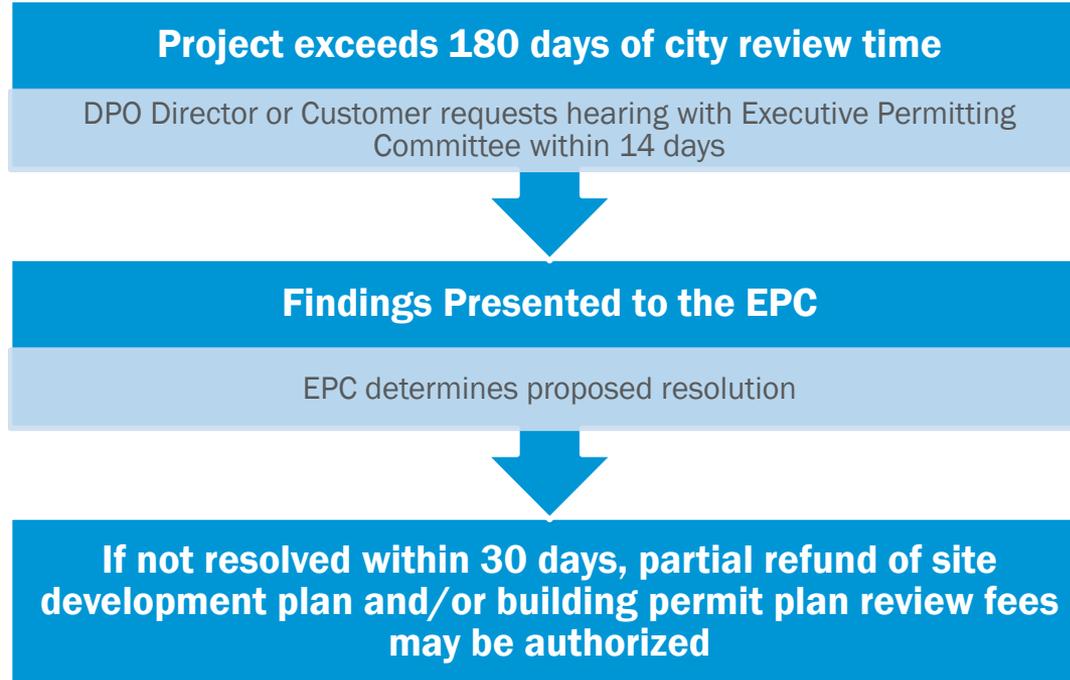
Two business day
response
timeframe for
customer inquiries

Permitting staff will
be available at
applicable permit
counters Monday-
Friday during
business hours if a
customer needs
assistance

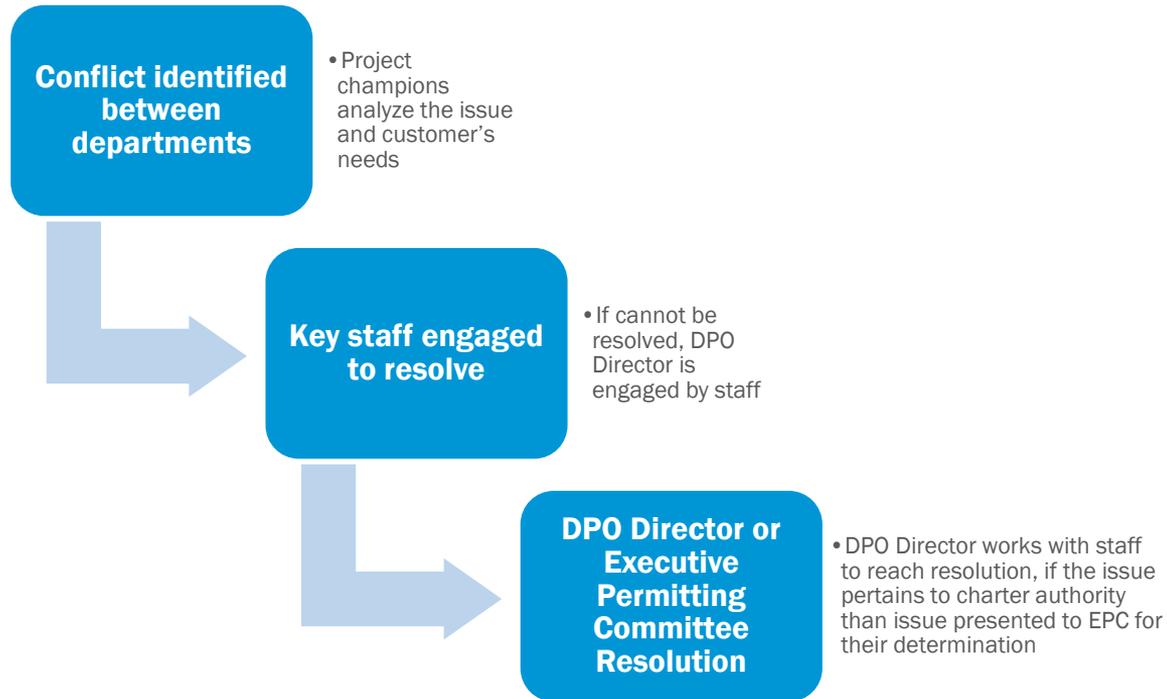
New development
permitting landing
page

Project champions
assigned to specific
projects with the
authority to
manage the
process,
collaborate and
resolve conflicts

180 City Review Time Process



Inter-departmental Escalations



Next Steps

- Executive Order effective 30 days following signature
- Within 60 days: Develop inter-departmental escalation process and procedure; departments must complete their intra-departmental escalation process and procedure
- Within 90 days: Develop counter staffing plan to ensure there is a consistent daily presence of staff at counters to provide customer assistance

Questions & Answers