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# 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



# 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:

 <b>37 %</b> Reduction	 <b>17 %</b> Reduction	 <b>28%</b> Reduction
Single Family & Duplex	Existing Commercial/Industrial Tenant Finish	Comments 1 <sup>st</sup> & 2 <sup>nd</sup> 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

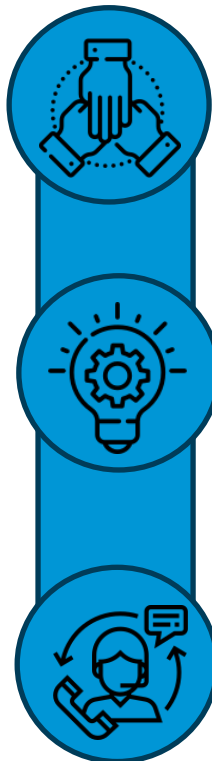
**Staff innovations from customer feedback**

**Collaborative staff and customer discussions on the innovations**

**Revamped Technical Advisory Board**

**New Microsoft Teams page improves ability to work across departments**

**Downtown 16<sup>th</sup> 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**

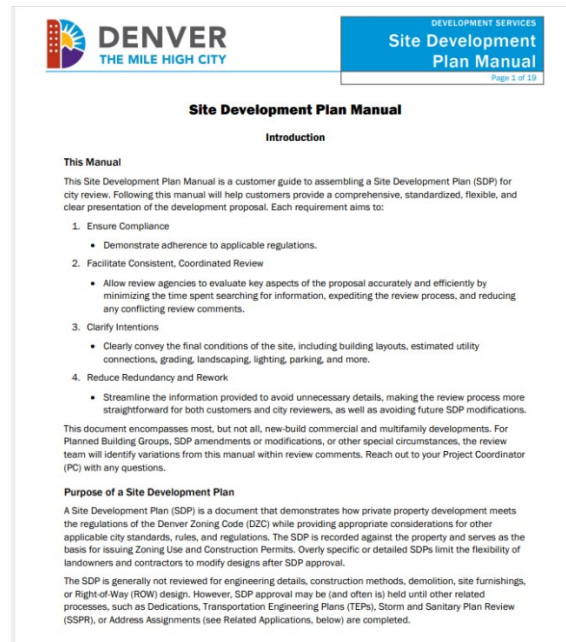
# Site Development Plan Innovations

## 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

Plan Review

Select your project type:

Demolition Intermediate Commercial Intermediate Residential Major Commercial Major Residential Minor Commercial Minor Residential Zoning - Commercial

Current Plan Review Times, Prior 90 Days

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

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Avg. Days, Initial Intake Review

After the initial project intake, review tasks are activated - as applicable - for each individual discipline.

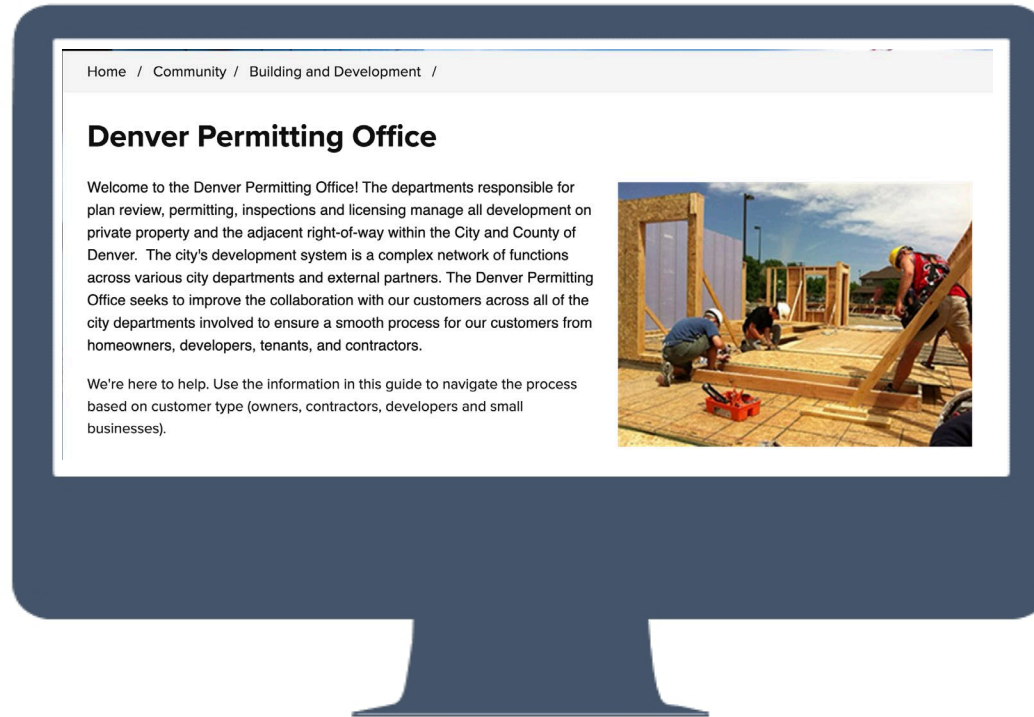
Review tasks will be selected depending on the scope of work of the proposed project. **Not every review task listed in the table will be required for all projects.**

Applicable reviews activated for each project are conducted **simultaneously**.

Once a project is submitted for review, applicants may check E-Permits to see

<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](https://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:



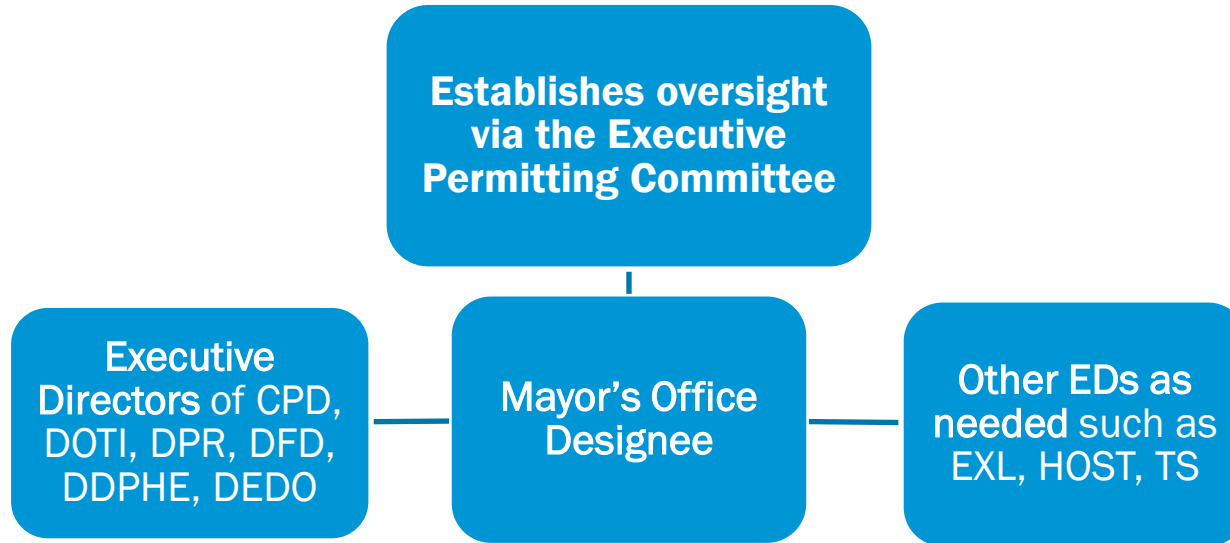
# Executive Order

- 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



# 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

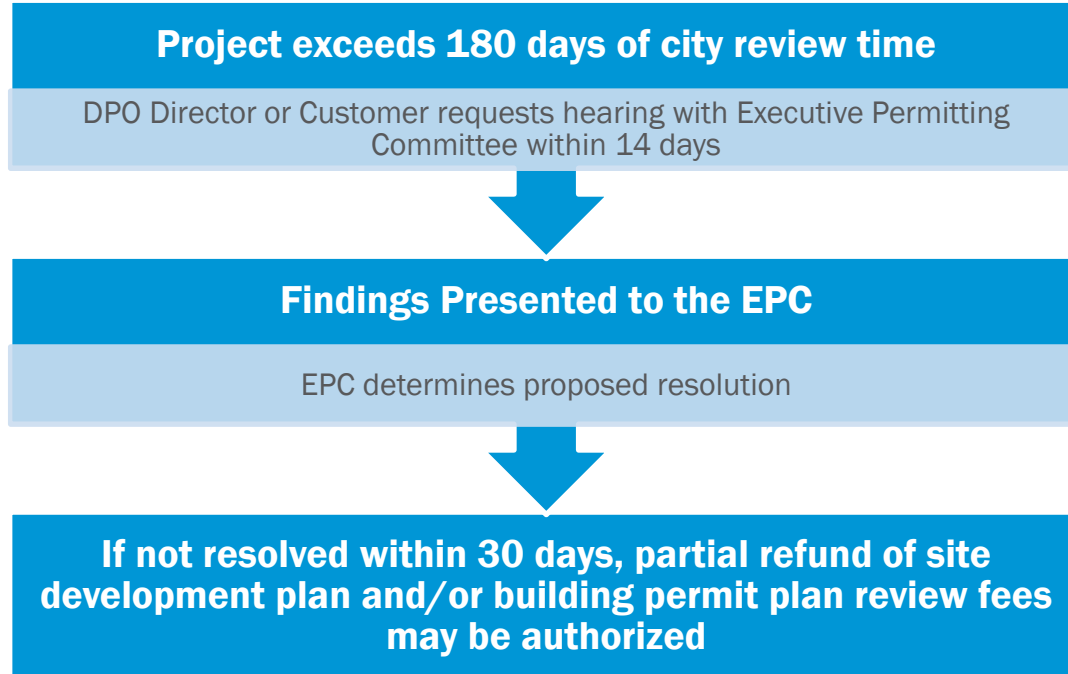
Two business day  
response  
timeframe for  
customer inquiries

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

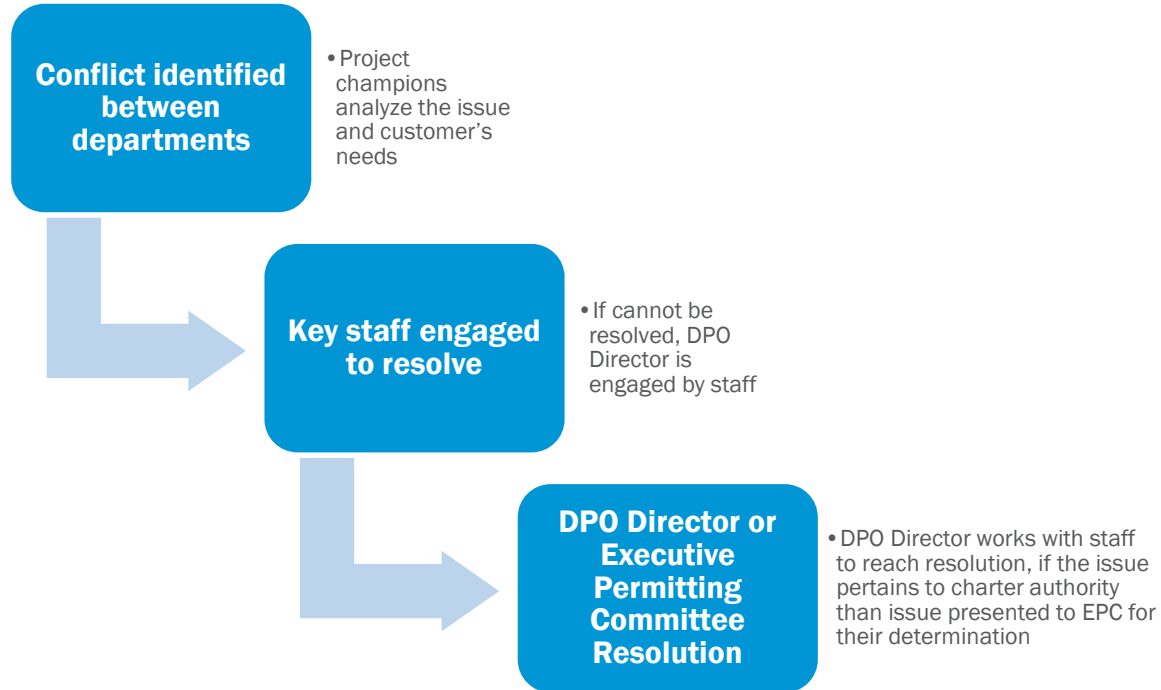
New development  
permitting landing  
page

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