

# **LUTI Presentation – Permitting Tiger Team**

**September 24, 2024**

# Agenda



1. 2024 Goal and Subgoals
2. Results year to date
3. Actions completed Q1 – Q3
4. Actions underway Q3 – Q4
5. CPD Regulatory Reform Effort
6. Current Permit Review Times
7. Current Site Development Plan Review Times
8. Questions

# 2024 Goal

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



# Subgoals

- Improve the building/zoning permit intake functions and reduce the amount of time for initial intake by 30% over 2023
- Reduce by 30% the time to complete reviews for single-family/duplex and small existing commercial/industrial building tenant finish projects
- Reduce review time and cycles for the Site Development Plan process – move from 9 cycles total to 6 and reduce review time for cycles 1 and 2 of the formal SDP from 65 days to 28 days
- Improve customer service through more effective communication and customer facing materials
- Streamline and modernize the development review process to improve efficiency focused on customer needs



# Results Year to Date

## Results Year to Date

Year to date, we have seen the following improvements in city review time.

- A 33.7% reduction in total city possession time for Single-Family and Duplex projects
- A 14% reduction in total city possession time for Existing Commercial/Industrial Tenant Finish projects (those with a project valuation of between \$750,000 - \$1,499,000)
- A 29.23% reduction in the number of days to provide comments to the customer for the 1<sup>st</sup> and 2<sup>nd</sup> review of Formal Site Development Plans (SDPs)

## Key Initiatives

- Identify AI solution for new applications
- Allow “Approved with Conditions” and require pre-inspection for interior only renovations to single-family/duplex projects
- Move from two to one residential construction permits when building a new single-family house or duplex with a detached garage.
- Define purpose and scope of Concept Plan & formal Site Development Plan review
- Determine an escalation process for SDP reviews & associated DOTI submittals that go beyond a certain review threshold
- Creation of an overall development review process landing website, including licensing info
- By fall 2026, launch the Proposition 123 90-day fast track approval process for affordable housing projects
- Approval rate tracking and follow up with projects that exceed four plus cycles




# Actions Completed Q1 – Q3

- Reduction in number of permits for Single-family/Duplex projects – issue one construction permit when building a new house and detached garage
- Commercial project valuation change to shorten review times
- Suite of changes made to the building & zoning intake process
- SolarAPP+ expansion to add three more eligible project types
- DOTI SUDP and DDPHE coordination on pool and food/beverage submittal requirements and reviews

Project Type	Former Valuation	NEW Valuation	Target Review Times
Major Commercial Projects	\$1M+	\$1.5M+	4 weeks
Intermediate Commercial Projects	\$500k - \$1M	\$750k - \$1.5M	2 weeks
Minor Commercial Projects	Up to \$500k	Up to \$750k	2 days

Commercial project valuation changes and review timeframes



**DENVER**  
THE MILE HIGH CITY

DEVELOPMENT SERVICES  
**Retail/Wholesale Food Establishment  
 Plan Review Application**

Application for Building Permits, Sewer Use and Drainage Permits (SUDP), and Health Plan Review for Food/Beverage, Marijuana Kitchens, and Dispensaries

Because all work at these locations must have a health review and inspections, all applications for building and SUDP permits must be logged in for review and cannot be reviewed at the permit counter. Plan reviewers may request additional information as necessary to complete the review.

Where to submit this application:

- 1) Fill out the included forms and compile the items listed on the checklist on either page 2 or 3.
- 2) Electronic Signatures. Apply seals and a valid electronic signature to any document (plans, reports, surveys, letters) prepared by an architect, engineer, or surveyor. Commercial building plans must be prepared by licensed architects and engineers. Ensure all documents are unlocked for editing so they can be reviewed.
  - Unsigned, unstamped, or invalidated electronic signatures cannot be accepted.
  - Download a guide with screenshots on how to create a valid electronic signature at [www.denvergov.org/buildingcode](http://www.denvergov.org/buildingcode).
- 3) Save all files as PDFs and name them:  
 DocumentName\_Address\_Date.pdf (e.g., SitePlan\_201WColfax\_11-1-2017.pdf).
- 4) Submit all materials through e-permits at [www.denvergov.org/epermits](http://www.denvergov.org/epermits).
  - a. Register for an e-permits account, then go to Development Services > Apply for a Permit and select the "building log" option to apply for a building permit online.

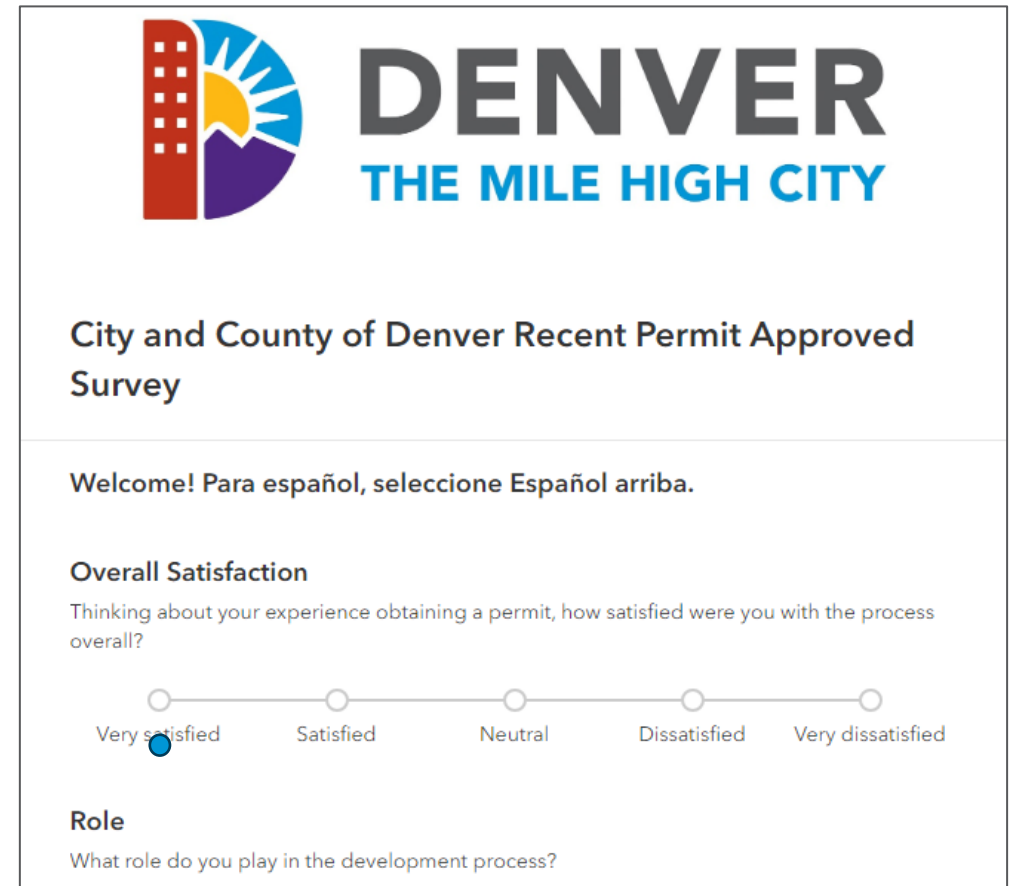
After submission:  
Once the project is assigned a Log number, use


Web Resource:  
Visit the "Restaurants" webpage to

*New Combined Food & Beverage  
Application form for SUDP/DDPHE*

# Actions Completed Q1 – Q3

- Launch of a customer survey at permit application and permit issuance
- Automated comment letter for site development plan projects giving staff more time to collaborate internally and externally to advance projects
- Allow “Approved with Conditions” and require pre-inspection for interior only renovations to single-family/duplex projects
- Hired staff within DFD to handle intake of fire specific submittals
- Electronic recordation of site development plans



 **DENVER**  
THE MILE HIGH CITY

**City and County of Denver Recent Permit Approved Survey**

Welcome! Para español, seleccione Español arriba.

**Overall Satisfaction**  
Thinking about your experience obtaining a permit, how satisfied were you with the process overall?

Very satisfied   Satisfied   Neutral   Dissatisfied   Very dissatisfied

**Role**  
What role do you play in the development process?

*Customer survey for recently approved projects*

# Actions Underway Q3 – Q4

- Incorporating system wide review timeframes in the [public review times dashboard](#)
- Reviewing modified drawings as a two-day review
- Piloting an AI solution for the building and zoning intake process
- Continued customer outreach and updated Development Systems Performance Technical Advisory Board, plus launch of an Executive Advisory Council
- Update to intake requirements by project type
- Changes to the site development plan process for concept and formal, and streamlining content

## PROJECT SUMMARY

### Project Name

New Egress Window

### Project Address

### Description of Work

Installation of one(1) new egress window: 36"W x 48"H. Details in plans.

## POTENTIAL REASONS FOR REJECTION

### Missing or incorrect information on documents

CivCheck has found these documents, but has determined that required information is missing or incorrect.

#### Architectural: Title Sheet

- ✗ Digital signature and seal (if prepared by a licensed professional)

The Title Sheet must have a verifiable digital signature and seal. See additional guidance [here](#)

- ✗ Current adopted building codes (residential)

For residential projects, the plans must reference the following codes:

- 2022 DRC or 2021 IRC + Denver Amendments
- 2010 DZC
- 2022 IECC
- 2023 NEC

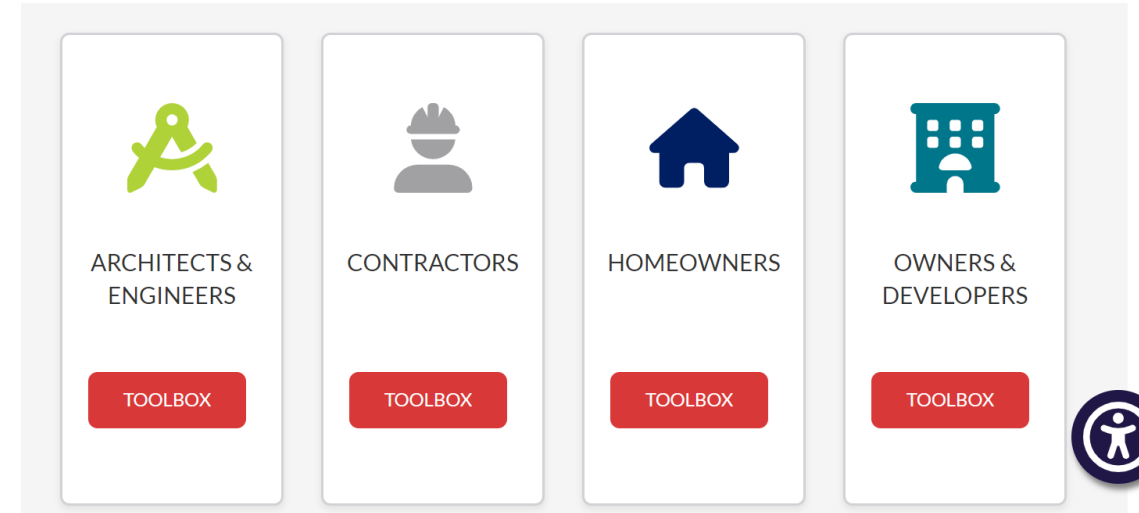
See full list of applicable codes [here](#).

*Screen shot of AI Intake Report Check*



# Actions Underway Q3 – Q4

- Launch of a new front facing Development Services website
- Rapid improvement event focused on improving the permitting process for restaurants
- Creation of a project guide and streamlined submittal requirements for tenant improvements in existing commercial, industrial and mixed-use buildings
- Creation of an interdepartmental conflict resolution process to provide quicker resolution
- Updates to DOTI's encumbrance rules and regulations
- Streamline combined Pool Request Form (SUDP/DDPHE/DS)



*Example website from Mecklenburg County*

# CPD Regulatory Reform

- As part of the 2024 budget, CPD received \$200,000 to hire a consultant to provide an assessment of the regulatory environment CPD enforces
- Focus on streamlining, removing regulations that don't advance plan outcomes, improve clarity and remove conflicts
- Working through the solicitation process

# Current Permit Review Times

Select Task from Drop Down to Filter the Page

All ▾

## Current Plan Review Times

Rolling 90-Days

	INITIAL REVIEW			RESUBMITTAL REVIEW		
	Average Weeks	90th Percentile Weeks	Volume (90-Day)	Average Weeks	90th Percentile Weeks	Volume (90-Day)
<b>Major Residential Projects</b> Ex: new homes, additions 400 square feet or larger, landmark projects	3.39	4.57	238	2.35	4.00	554
<b>Major Commercial Projects</b> Ex: new commercial and multifamily buildings, large additions, change of occupancy & projects with a valuation \$1.5 million or more	4.60	6.59	278	1.65	2.57	550
<b>Intermediate Residential Projects</b> Ex: type approved submittals, additions of 400 square feet or smaller	2.72	4.00	699	2.06	3.57	486
<b>Intermediate Commercial Projects</b> Ex: small additions and projects with a valuation between \$750,000 - \$1.5 million	2.16	3.00	2340	0.81	1.43	1328

	INITIAL REVIEW			RESUBMITTAL REVIEW		
	Average Weeks	90th Percentile Weeks	Volume (90-Day)	Average Weeks	90th Percentile Weeks	Volume (90-Day)
<b>Minor Residential Projects</b> Ex: small interior remodels, window or area wells, ground-level patios and decks, sheds	0.94	1.57	1077	0.96	1.86	474
<b>Minor Commercial Projects</b> Ex: solar/PV systems under 10kW, temporary offices, sign installation, preparatory demolition	0.29	0.71	1108	0.30	0.71	287

	INITIAL REVIEW			RESUBMITTAL REVIEW		
	Average Weeks	90th Percentile Weeks	Volume (90-Day)	Average Weeks	90th Percentile Weeks	Volume (90-Day)
<b>Zoning Permits</b> Ex: Commercial Logged-In Zoning Permits	4.80	8.43	474	1.07	2.86	414

	Average Weeks	90th Percentile Weeks	Volume (90-Day)
	Zoning Code Interpretations, Use Determinations	2.24	8.00
Zone Lot Amendments	1.95	1.95	6

Data as of 9/17/2024

# Business License Status

Total Processing Time By Application Type:

Current Status of Pending Applications:



## APPLICATION PROCESSING TIME

LICENSE TYPE: Retail Food Establishment  
 TRANSACTION TYPE: NEW

Average Processing Time (in days)  
**8**

Applications for the selected License and Transaction Type currently process in an average of **8** days, from the day of submission to license issuance.

Amount shown is the average processing time over the last 12 months.

If your processing time exceeds the above, please check your email for any communications we may have sent you.

DENVER EXCISE & LICENSES  
 Record Number: All | Address: All | License Type: Retail Food

## PENDING BUSINESS LICENSE APPLICATIONS

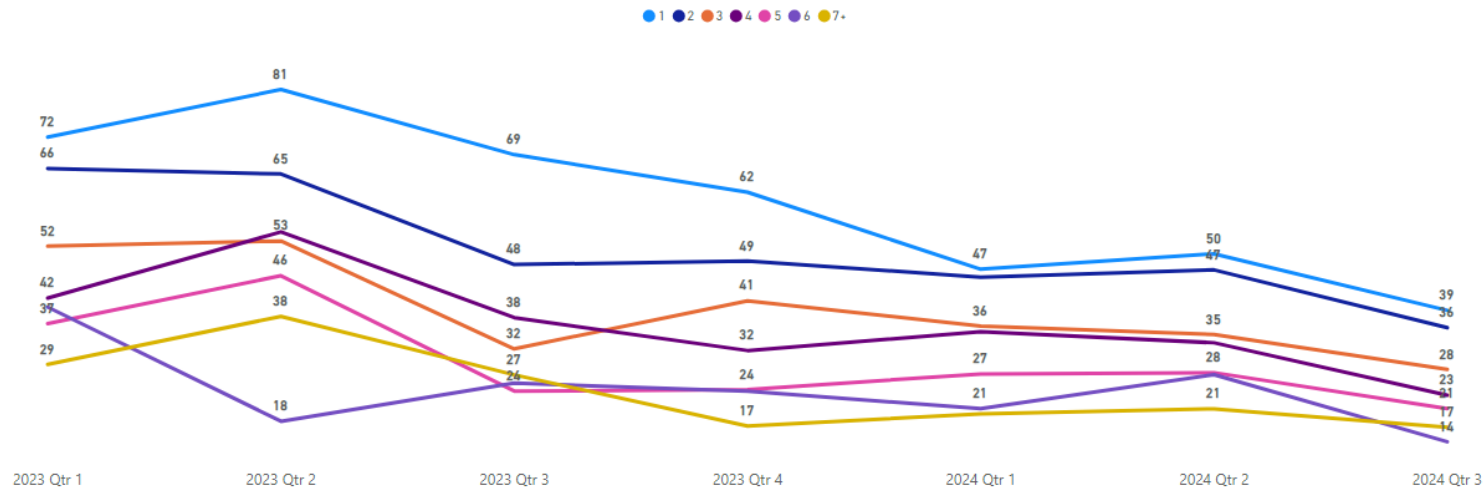
For individual/occupational licenses, go to page 2 below

Entity Name: All

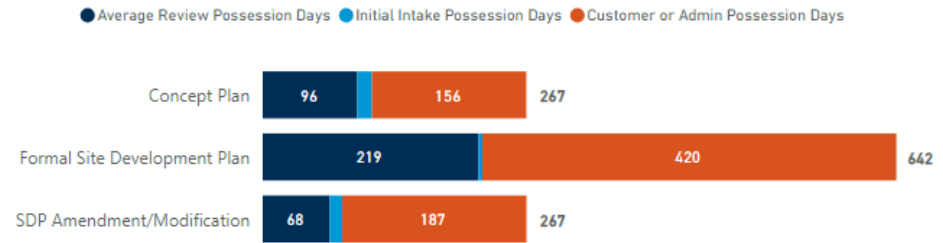
Record Number	License Type	License Sub Type	Entity Name	Address	Application Step	City License Status
2024-BFN-0040599	Retail Food	NA	TICI LLC	900 W ALAMEDA AVE	Entity Registration Approval	Pending
2024-BFN-0040599	Retail Food	NA	TICI LLC	900 W ALAMEDA AVE	Licensed Establishment Approval	Pending
2024-BFN-0040599	Retail Food	NA	TICI LLC	900 W ALAMEDA AVE	Quality Control	Pending
2024-BFN-0040433	Retail Food	NA	Himalayan Hospitality Group LLC	3945 N TENNYSON ST	Entity Registration Approval	Pending
2024-BFN-0040433	Retail Food	NA	Himalayan Hospitality Group LLC	3945 N TENNYSON ST	Inspections	Pending
2024-BFN-0040433	Retail Food	NA	Himalayan Hospitality Group LLC	3945 N TENNYSON ST	Licensed Establishment Approval	Pending
2024-BFN-0040428	Retail Food	NA	Ophelia's Second Set LLC	1215 20TH ST	Inspections	Awaiting Customer Inspections
2024-BFN-0040428	Retail Food	NA	Ophelia's Second Set LLC	1215 20TH ST	Licensed Establishment Approval	Awaiting Customer Inspections
2024-BFN-0040409	Retail Food	NA	WH SMITH DEN LLC	8700 PENA BLVD AC-30	Quality Control	Awaiting Customer Response
2024-BFN-0040403	Retail Food	NA	Zachary Shadi Kingsley	1770 E COLFAX AVE	Quality Control	Awaiting Customer Response

# Site Development Plan Review Times

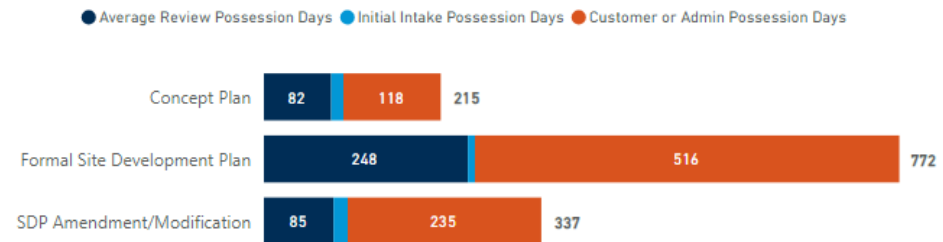
Average Days in City Review Possession by Review Cycle # and Year/Quarter



2023 Project Time in Process by Possession Type



2024 Project Time in Process by Possession Type



# Questions