



Denver Permitting Office Updates

October 7, 2025 – Community Planning and Housing Committee

Presenters: Jill Jennings Golich and Robert Peek, Denver Permitting Office; Chris Gleissner, Emily Collins and Caeli Hill, Community Planning and Development

Agenda

- DPO Overview
- Concept Site Plan – One and Done
- 180 Calendar Days of City Time and Refund Policy
- Interdepartmental Escalation Policy
- Counter Operations Plan
- Key Initiatives Underway or Upcoming
- Proposition 123 Fast Track process for Affordable Housing

DPO Overview

DPO Overview

- 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 for development on private property
- Executive Order effective as of 5/14/2025



Denver Fire
Department



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.

Concept Site Plan Changes

Concept Site Plan – One and Done!

- Staff led process innovation – outcome of 2024 work reflective of customer feedback launched July 14th
- Reposition the Concept Phase as a report of findings rather than a compliance review step
- Concepts will be reviewed and released for Formal SDP application submittal in one round of review and comment
- Customer may request additional rounds of Concept Phase review if they want more certainty prior to moving to the Formal SDP phase

180 Calendar Days and Refund Policy

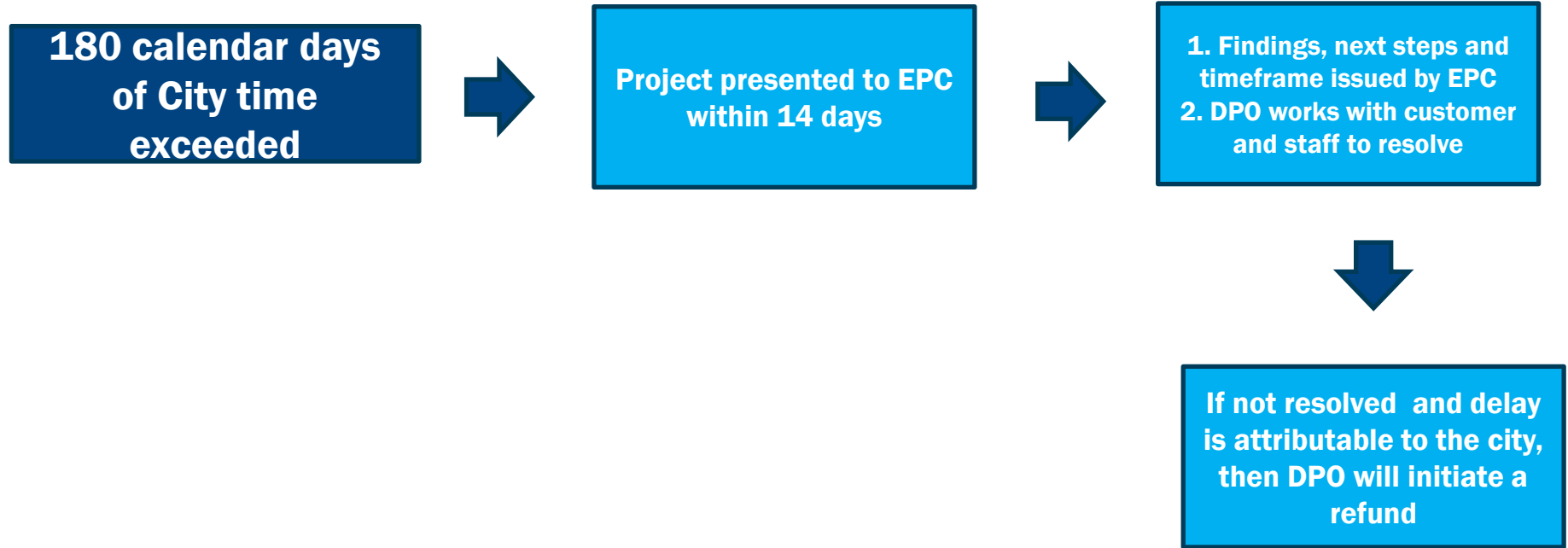
180 Calendar Days of City Time and Refund Policy

- Outlined how the 180 calendar days of city time is tracked by record type
- Existing project submittals start counting the 180 days of city review time on the EO effective date of May 14th for any open reviews or resubmittals made after that date
- What records are being tracked
 - Building, fire, sewer use and drainage, and zoning permit submittals
 - Formal site development plans
 - Zone lot amendments
 - TEPs, TDM, SSPR, Erosion Control
- Specific intervention points at 90, 120 and 150 calendar days where DPO contacts City staff to determine what needs to be resolved

180 Calendar Days of City Time and Refund Policy

- Refund Policy – Outlines the fees eligible for refund and the process by which the City will issue a refund for exceeding the 180 calendar days of city time
- Applicable fees
 - Site Development Plan fees - The fee of \$500 for a project of one acre or less, or If the site is more than one acre, the fee that may be refunded is up to no more than \$5000 based on the actual fees paid based on size of the property
 - Building permit plan review fees - Up to 5% of the building permit plan review fee paid, but no more than \$5000

Process for Projects that Exceed 180 Calendar Days of City Time



Inter-Departmental Escalation Policy

Inter-Departmental Escalation Policy

- **Applicability** - applies to any project under review by the City where a code, regulation, design standard or similar requirement(s) causes a conflict between more than one department
- **Does not apply** - where there is no conflict between regulations administered by more than one city department. If a project is unable or unwilling to meet a regulatory requirement, the customer for that project will be directed to apply for a specific adjustment or variance rather than using this inter-departmental escalation process.
- **Consists of 3 Phases**
 - Phase 1 – Staff and supervisors, 20 business days
 - Phase 2 – DPO + Phase 1 staff, 15 business days
 - DPO may determine issue needs to go directly to Phase 3
 - Phase 3 – EPC, 6 business days starting with EPC review
 - Only applicable if DPO escalates or if customer/ED appeals Phase 2 decision

Counter Operations Plan

2nd Floor Webb Permit Counter

- All development review teams have staff available on-call M-F 8am-4pm at the 2nd floor Webb Counter – either in person or via Teams/Cisco Webex
- CPD continues to offer appointments Tuesday and Thursday mornings which can be scheduled online
- Tracking number of customers, which discipline is requested, and what information the customer requested so we can improve available information
- Served over 70 customers since the August 11th launch

Key Initiatives Underway or Upcoming

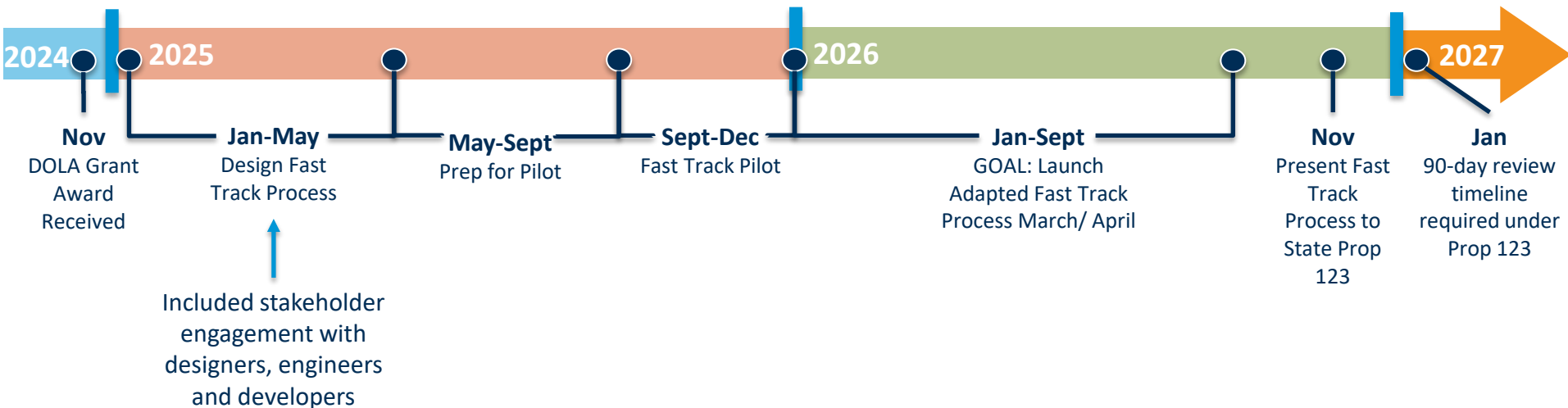
Key Initiatives Underway or Upcoming

- **Restaurants** – Working on overall improvements to the permitting process including development of a wizard
- **Permit Review** – Looking at process improvements to reduce rework and improve collaboration
- **Guided Intake and Plan Review Tool**
- **City Comments** – Looking at improvements to how the City provides comments during the plan review process
- New **contact us** page

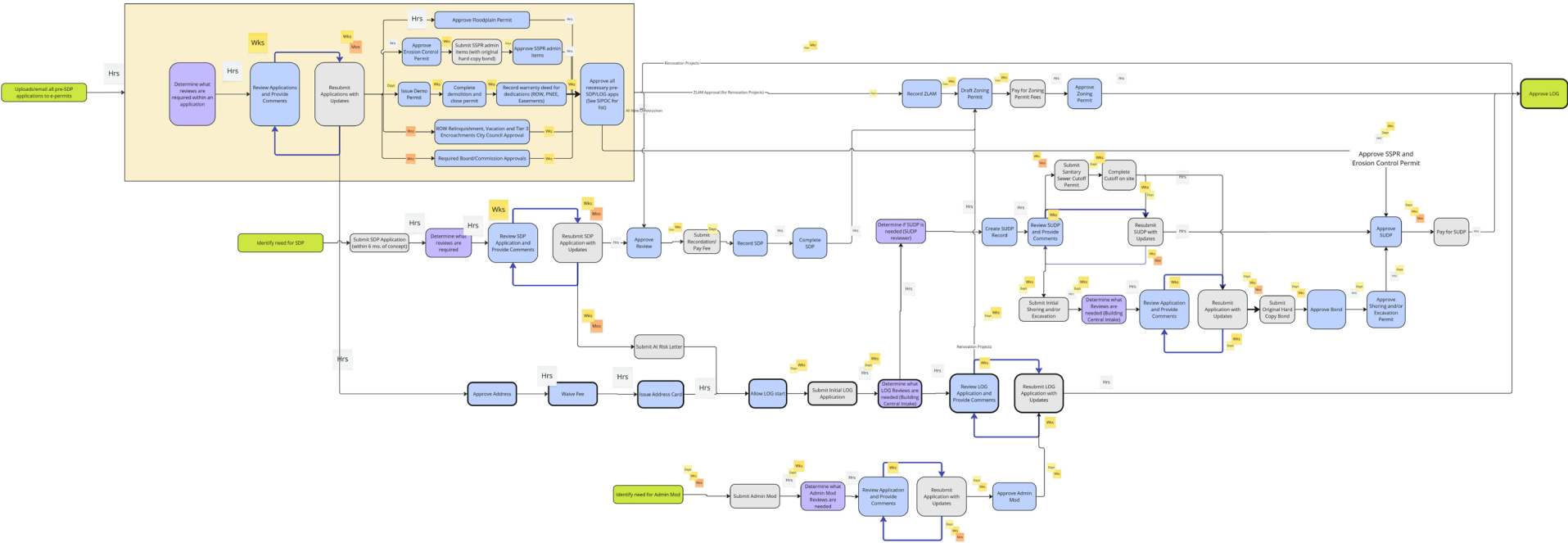
Proposition 123 Fast Track Process

Prop 123 Fast Track Timeline

This timeline highlights key milestones from the DOLA grant award through design and pilot efforts, culminating in the implementation of the 90-day review timeline required under Prop 123



Current Process Map



Process Design Goals

- Align entitlement process with customer's design process
- Reduce re-work
- Reduce duplication/coordination across applications
- Front load requirements for some applications
- Assign review content to appropriate review phases (CD level info when CDs are available)

Proposed Process

These changes optimize the process by ensuring each application is reviewed and approved within a 90-day timeframe, accelerating decision-making, enhancing collaboration, and streamlining workflows



Restructured Process with Rigorous Intake

- Grouping apps into 3 phases, with strict exit requirements for each phase
- SDP elements broken out into other applications during three phases
- Customers must fully complete all applications in a phase before next 90-day clock starts
- Intake includes SME reviewer quality checks to ensure completeness



Optimized Operating Model

- Reduced project volume per week to ensure teams are focused on completing reviews within one week and expediting the decision-making process
- Created collaborative, time-blocked work sessions for reviewers to problem solve and align



Focused Customer Engagement

- Customers required to meet 2-week resubmission deadlines for any necessary resubmittals
- Dedicated office hours provided to offer direct support and assist customers during the process

Feasibility and Initial Design Approvals

~90 DAYS

Horizontal and Engineered Construction
Document Review
90 DAYS

PHASE 3
Permitting
90 DAYS



Questions & Answers