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# Community Planning & Development Annual Report



**DENVER**  
COMMUNITY PLANNING  
& DEVELOPMENT

Overall  
Customer  
Satisfaction

Average  
Counter Wait  
Time (minutes)

Weighted  
On-Time  
Review Factor



86%

% Commercial  
Reviews  
Completed  
On-Time



82%

% Residential  
Reviews  
Completed  
On-Time



2,392

Average  
Inspections  
rolled-over  
weekly

4

2017 vs 2016

16%

Valuation  
Permitted

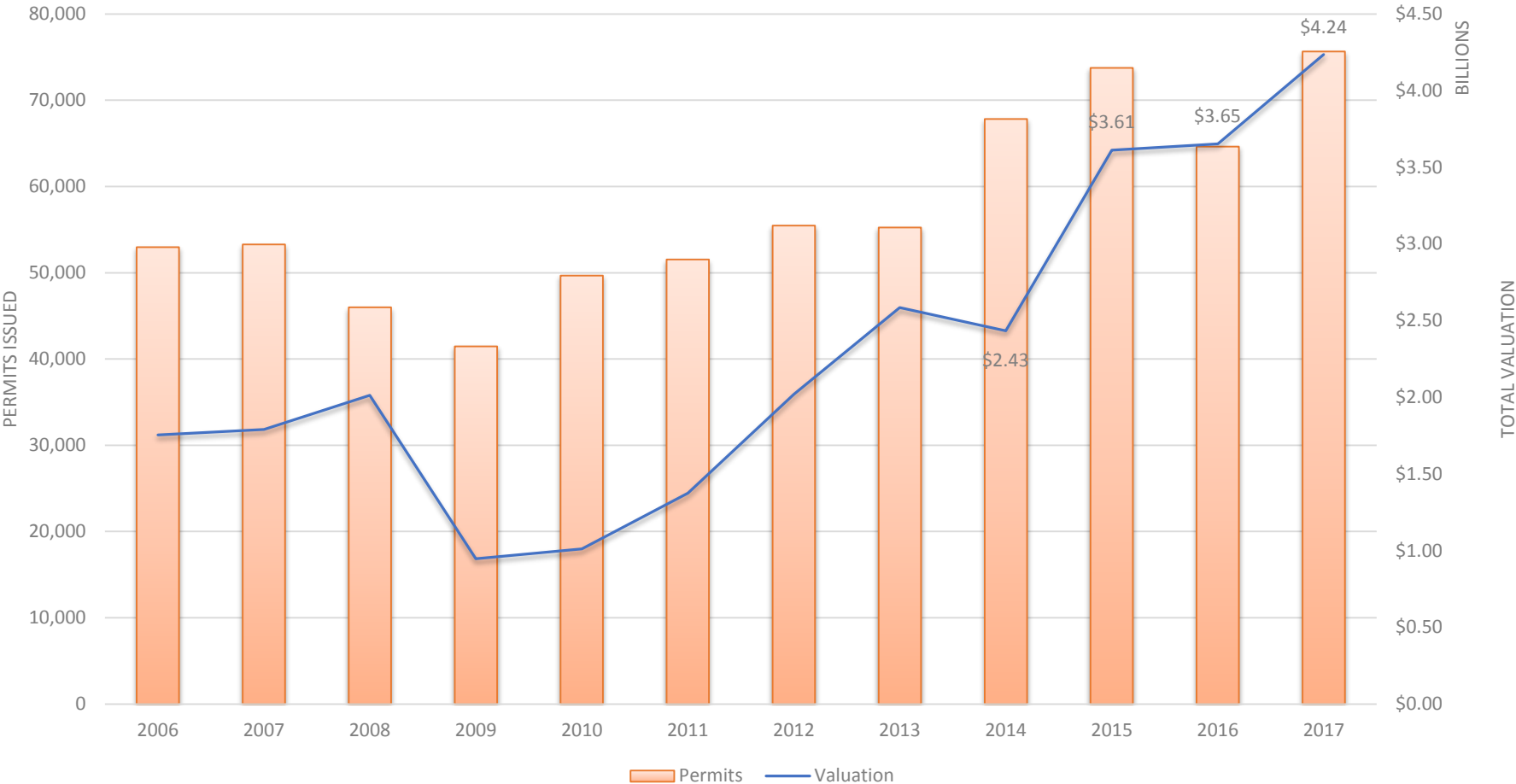
6%

Revenue  
Collected

-33%

Valuation  
Opened

Building Permits Issued and Valuation by Year



# Unprecedented Demand

**Valuation Compared to 2014**

- 2015 was a 48% increase
- 2016 was a 50% increase
- 2017 was a 74% increase

**Valuation Compared to 2009**

- 2017 was a 347% increase

# Demand-Driven Challenges



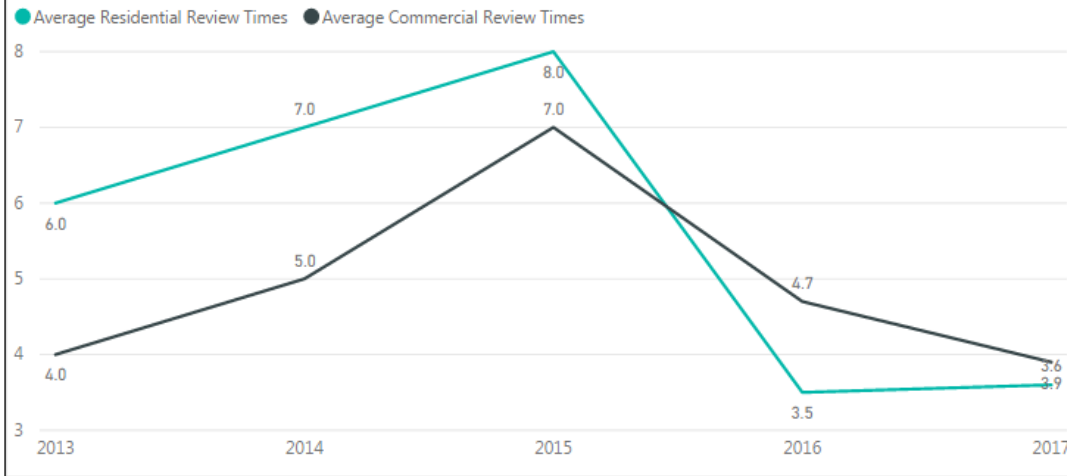
Historic demand for services impacted all teams:

- Longer wait times at counter for plan log-in and walk-through reviews
- Longer turnaround times for plan review
- Backlog of daily inspection requests rolled-over

Compounding matters was a complete replacement of the city's permitting software in mid-2015:

- Substantial adoption period for staff
- Many new processes introduced
- Difficult implementation with a system that required many workarounds initially.

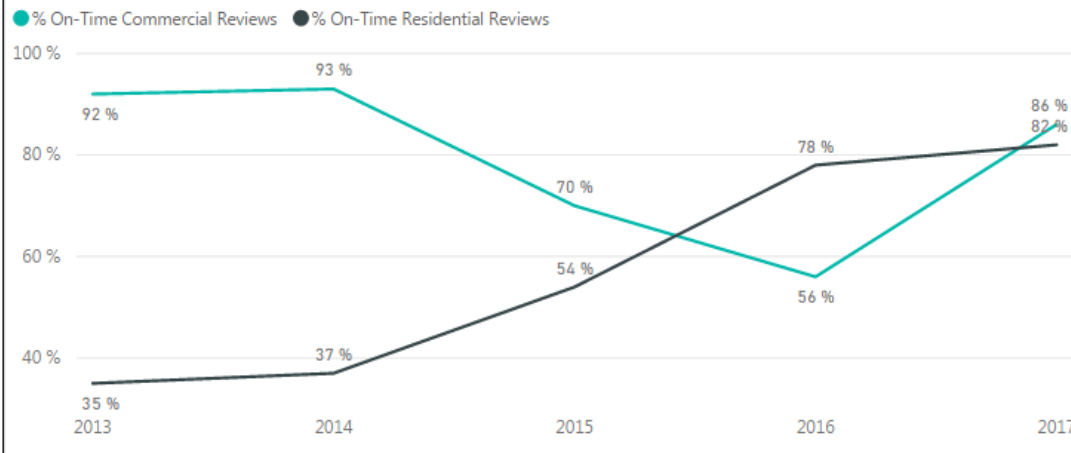
## Average Review Time in Weeks



## Since 2015

- Average review times reduced by 50% and currently outperforming their 4-week initial review targets

## On-Time Reviews

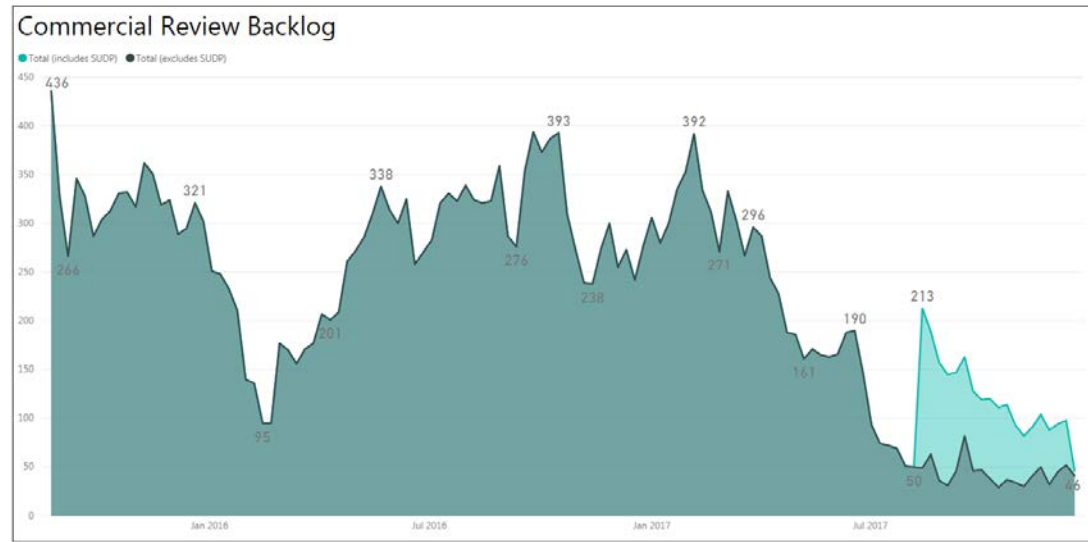


- Percent of reviews being completed on time has improved by 31%

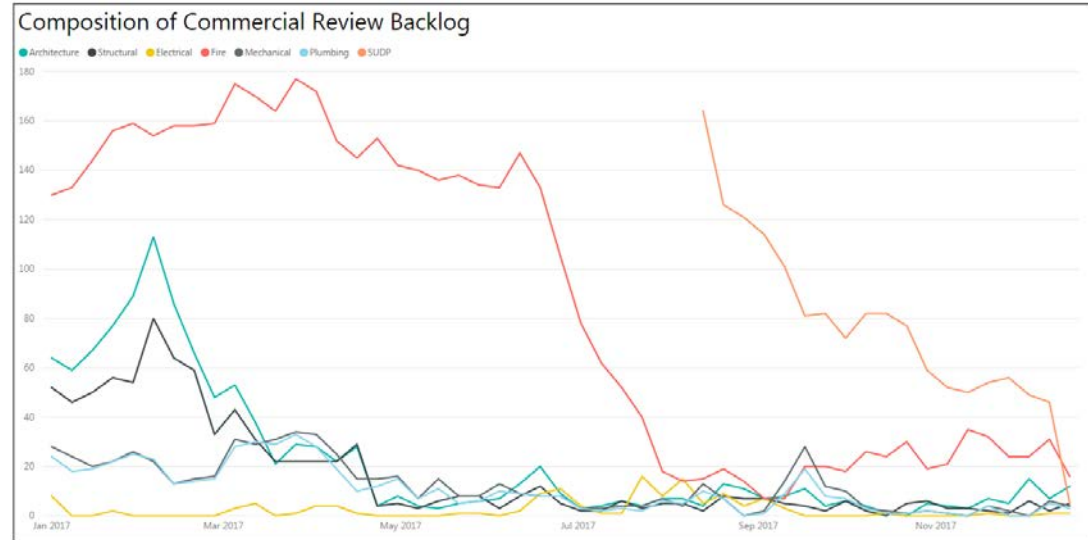
# Performance Improvements

# Since 2015

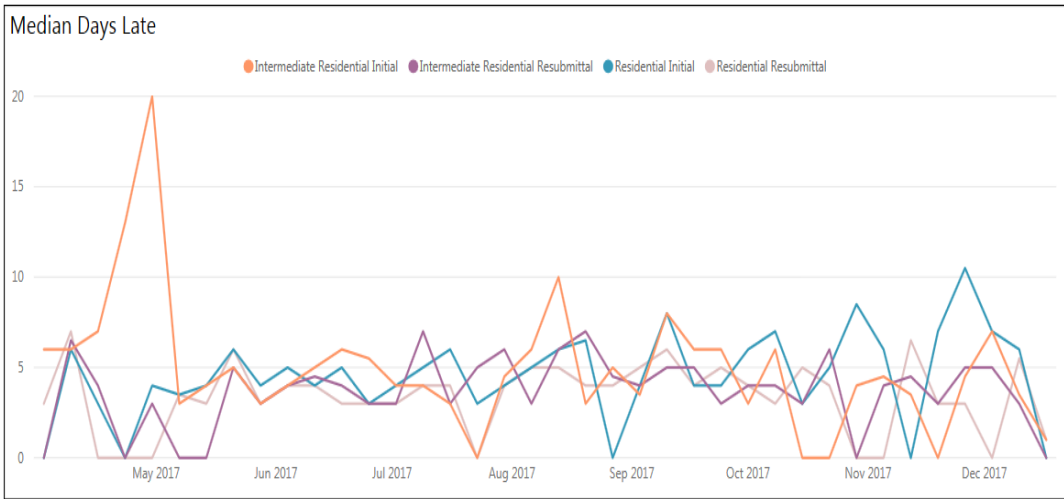
- Late commercial reviews fell from peak of 436 weekly in 2015 to 46 by end of 2017. An 89% reduction.



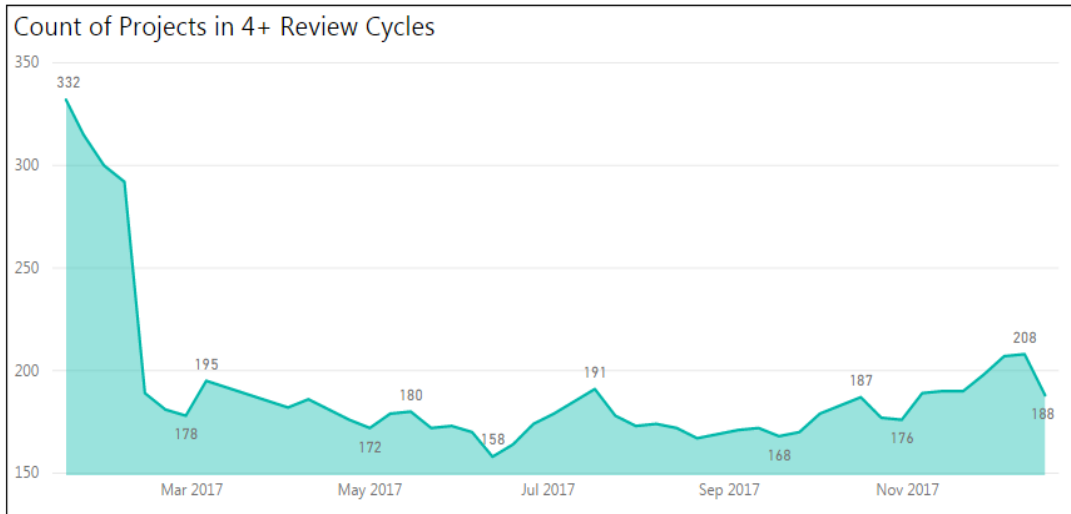
- At the close of 2017, only a handful of reviews were past due with a median of 5 days late.
  - Arch/Struc 95% on time
  - Electrical 100% on time
  - Mech/Plumb 100% on time
  - Fire 83% on time
  - SUDP 98% on time



# Performance Improvements



- Median days late for late residential reviews under 1 day by end of 2017

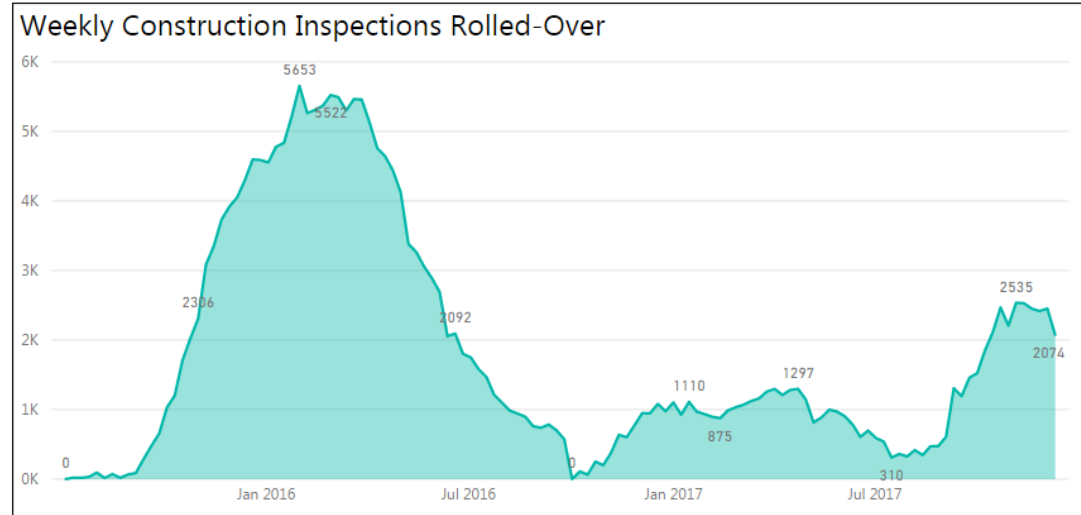
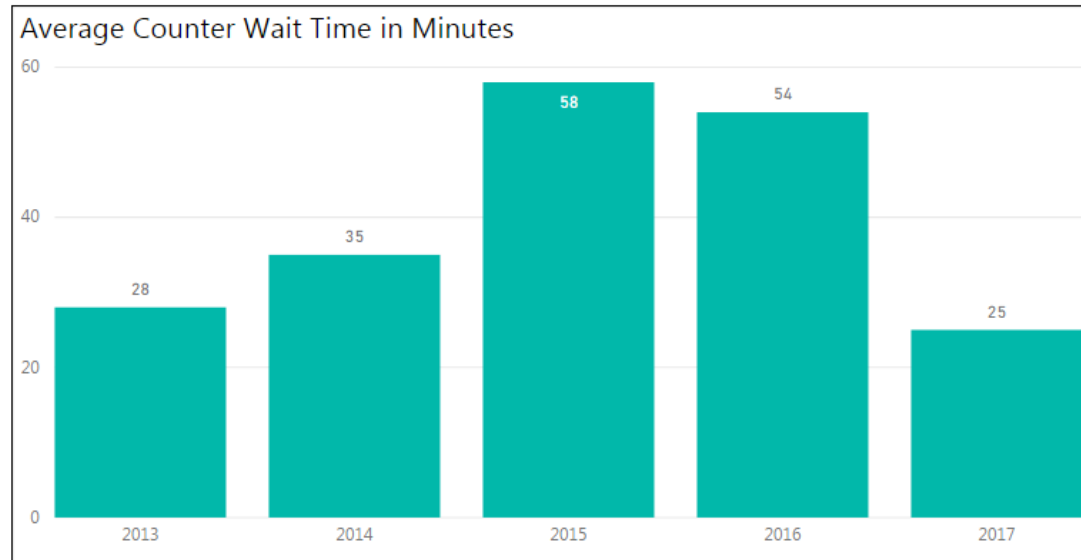


- 43% reduction in the number of project logs requiring 4+ review cycles

# Performance Improvements

## Since 2015

- Average counter wait times reduced 57%, from 58 to 25 minutes.
  - Log-in wait times reduced 93% from 4.5 hours to 20 minutes.
- Construction inspections (primarily roofing) being rolled-over weekly reduced by 63%, from post-hailstorm peak in January 2016.
  - May 2017 hailstorms impacting roofing inspections at end of 2017.

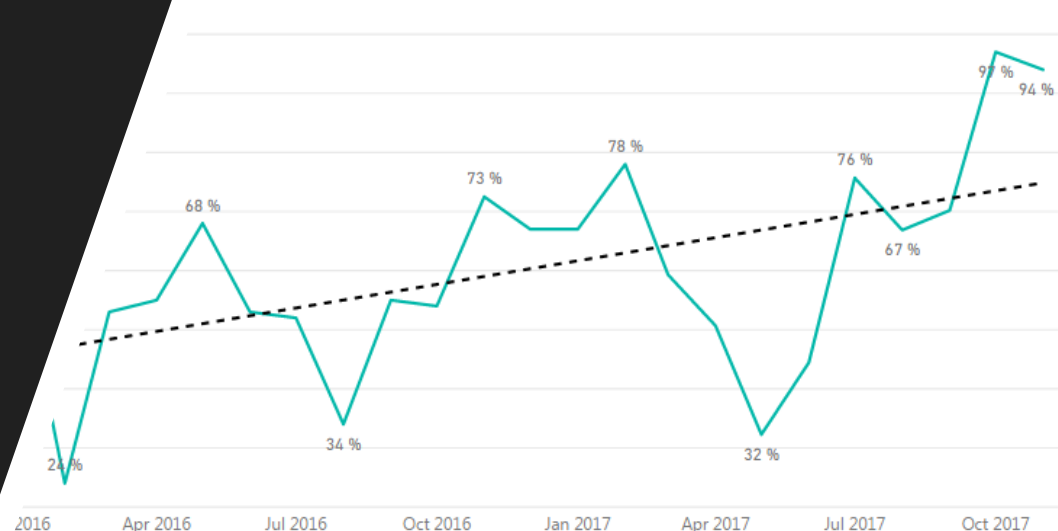


# Performance Improvements

# The Customer Experience

Overall customer satisfaction is trending strongly upward

- Trend line has improved 66% since early 2016
- Driven by improvements in review-turnaround times, shorter counter wait times and new online tools





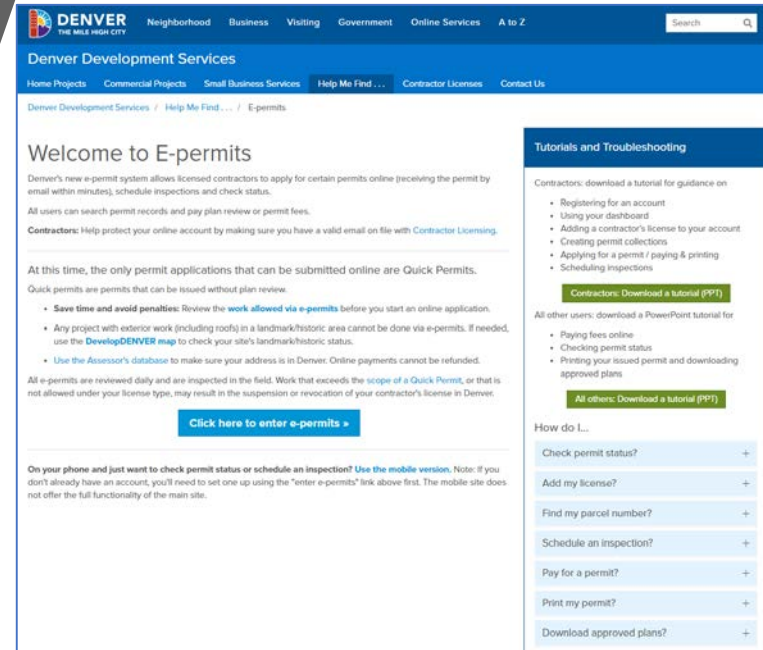
# New Online Services

[www.denvergov.org/epermits](http://www.denvergov.org/epermits)

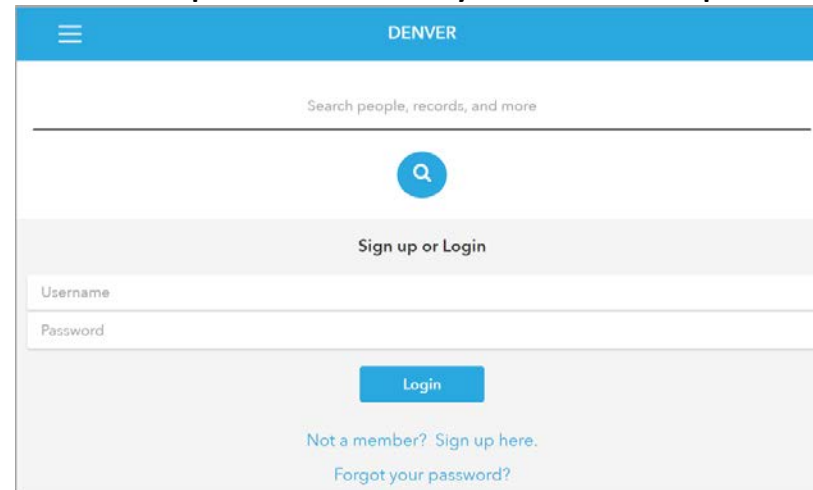
- E-permits for Quick Permits
- Apply and renew contractor licenses/certificates
- Check building permit review status
- Schedule an inspection
- Order a meter release
- Pay fees online
- Print permits
- Download approved plans

Tutorials and Guides available for online services on e-permit launch page

## E-Permits



## Schedule inspection from your Mobile phone



# Electronic Plan Submittal

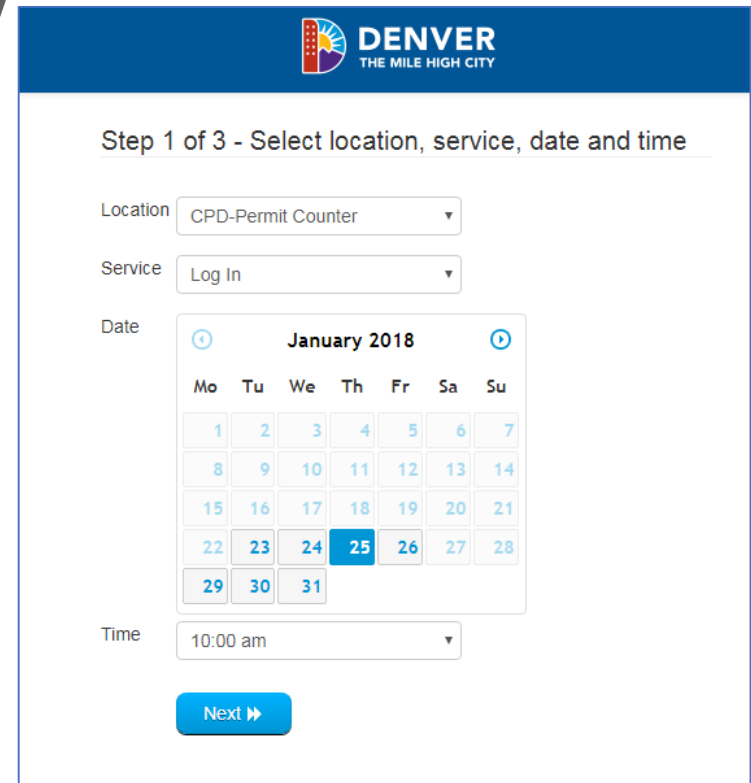
- ✓ Residential and commercial projects, fire permits, SUDPs and site development plans are all now accepted electronically
- ✓ Plans digitally reviewed, marked-up and returned electronically to applicant
- ✓ Future integration into e-permits platform

## For Single-family Homes and Duplexes

- To log in a residential project, email all materials and plans to [PlanReview@denvergov.org](mailto:PlanReview@denvergov.org).
- Download the [Residential Permitting Guide](#) (PDF) and/or [Master/TA Guide](#) (PDF) for application forms and checklists.
- Save all files as PDFs in the standard naming convention: **DocumentName\_Address\_Date.pdf**
- As with paper submittals, all plans, reports, surveys, etc. prepared by an architect, engineer, or surveyor must bear their [valid electronic seal and signature](#).
- Applicants will be notified by email when their plans are approved with instructions for online payment.
- Approved plans will be available for download through the e-permit website.

# Permit Counter Upgrades

- New queuing technology deployed August 2017
- Appointments and online scheduling
- Average walk-in wait times less than 25 minutes
  - *Less than 10 minute wait with an appointment*
- Greater capacity to see more customers daily through process improvements
- Coupled with counter remodel that includes digital signage and 3 additional stations



The screenshot shows the Denver Permit Counter online scheduling interface. At the top is the Denver logo with the tagline 'THE MILE HIGH CITY'. Below the logo, the text 'Step 1 of 3 - Select location, service, date and time' is displayed. The form includes three main sections: 'Location' with a dropdown menu set to 'CPD-Permit Counter', 'Service' with a dropdown menu set to 'Log In', and 'Date' with a calendar for January 2018. The calendar shows the date '25' selected. Below the calendar is a 'Time' dropdown menu set to '10:00 am'. At the bottom of the form is a blue 'Next >>' button.

Schedule your next appointment online at  
<https://denvergov.org/DS>

# New Master/TA Guide

This is what is required to log in a Master Plan Review to then become a type-approved (TA) residential structure (single-family homes, duplexes, and IRC townhomes), after the Master plans have been approved. The first checklist applies to the Master submittal and the checklist on page 3 applies to each TA submittal.

Building code policies referenced herein are available for download at [denvergov.org/buildingcode](http://denvergov.org/buildingcode).

Log in by email: [PlanReview@denvergov.org](mailto:PlanReview@denvergov.org)

- Save all files as PDFs.
- Combine plans into one PDF file if they were all prepared by the same individual. Otherwise, attach separate files for each discipline in order to preserve the encrypted digital signatures.
- All drawings must be scalable and legible. No JPEGs or other non-PDF file types can be reviewed.
- Make sure all email attachments use the following naming convention: <DocumentName>\_<Address>\_<Date>

Examples:

Permit Application | Application\_201WColfax\_9-26-2017

Combined plans | Plans\_201WColfax\_9-26-2017

Separate plans (by trade) | ArchPlans\_201WColfax\_9-26-2017; StrucPlans\_201WColfax\_9-26-2017; etc.

Prior reviews/approvals | Landmark\_201WColfax\_9-26-2017

Reports, surveys, etc. | SoilsReport\_201WColfax\_9-26-2017

Resubmittals | ResubmittalSlip\_201WColfax\_9-26-2017 and PlansResubmittal\_201WColfax\_9-26-2017

Check the status of your plan review at [denvergov.org/epermits](http://denvergov.org/epermits).

## Master Submittals

### Signature Requirements

In the Master submittal, all architectural, structural, and electrical drawings (and any other reports, surveys, or plans) prepared by an architect, engineer, or surveyor must be signed and sealed by that individual.

- Hard copies submitted at the permit counter can have a printed seal, but must have an original signature.
- Emailed documents must have a valid electronic signature. Please request our easy-to-follow guide for creating valid electronic signatures if this is not something you have done before.

The Master Plan Review submittal must include the items listed below. All paper submittals must be bound. The minimum paper size for plans is 11" x 17", except IRC townhomes, which have a minimum paper size for plans of 24" x 36". Include the number of hard copies listed below or only 1 of each if emailing PDFs.

Items	Does this need to be signed & sealed? (email and paper submissions)	# of hard copies (paper submissions only)
A Master/TA permit application form (located on page 5)		1
A valid, legal address already assigned and legal description		1
An Affordable Housing Fee application (located on page 10)		1
A Statement of Valuation form (located on page 13)		1

# A Focus on System Performance

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## Development System Performance

A comprehensive, process-based approach to structurally improving all of Development Services:

- Ensures all the components are performing strongly both independently but also in concert with each other.

Technical Advisory Board of industry reps:

- Provides feedback on Development Services initiatives
- Coordinates with external partners like Denver Water, Xcel Energy and Comcast



# Final Thoughts

- We've made a lot of progress but are constantly trying to innovate and improve.
- We always welcome your thoughts and suggestions:

[CPD Customer Survey](#)

