



DENVER
THE MILE HIGH CITY

Development System Performance 2017 Peak Performance Report

October 2, 2017

FOR CITY SERVICES VISIT | CALL
DenverGov.org | **311**

1. Background (15)
2. Performance review across the system (15)
3. Innovation Plan (15)
4. Wrap-up (10)

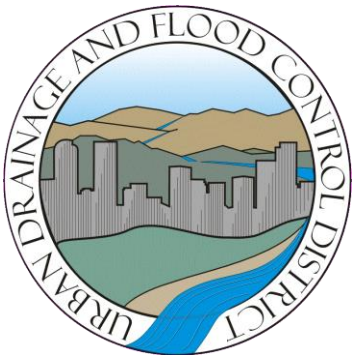
BACKGROUND & RECAP



44 Total City & County of Denver Development System functions

1. Project Coordinators
2. Customer Service Intake/Log-In
3. Residential Review
4. Zoning Administration
5. Commercial Zoning Review
6. Commercial – Architecture/Structural
7. Mechanical/Plumbing Review
8. Electrical Review
9. Landmark
10. Construction Inspections
11. Electrical Inspections
12. Mechanical/Plumbing Inspections
13. Zoning/Neighborhood Inspections
14. Inspections Support
15. Contractor Licensing
16. Cashiering
17. Records
18. Fire Protection Engineers
19. Testing/Certificate of Occupancy/Assembly
20. High Rise/Institutions/Evacuations Inspections
21. Hazmat/Flammables/Warehouses Inspections
22. Marijuana Grow Facility Inspections
23. Conveyance Inspections
24. Sewer Use and Drainage (SUDP)
25. Site Engineering Wastewater
26. Site Engineering Transportation
27. Survey
28. Engineering, Review, Analytics
29. Public Works Permit Operations
30. Right of Way Inspections
31. Excavation Bonding
32. Erosion Control Inspections
33. Solid Waste
34. Parks Planning
35. Forestry Plan Review
36. Forestry Inspections
37. Environmental Health
38. Excise & Licenses
39. Office of Disability Resources
40. Office of Economic Development
41. Asset Management (Finance)
42. Special districts review
43. City Attorney's Office
44. Emergency Management

7 external referral agencies with 11 functions for 55 total

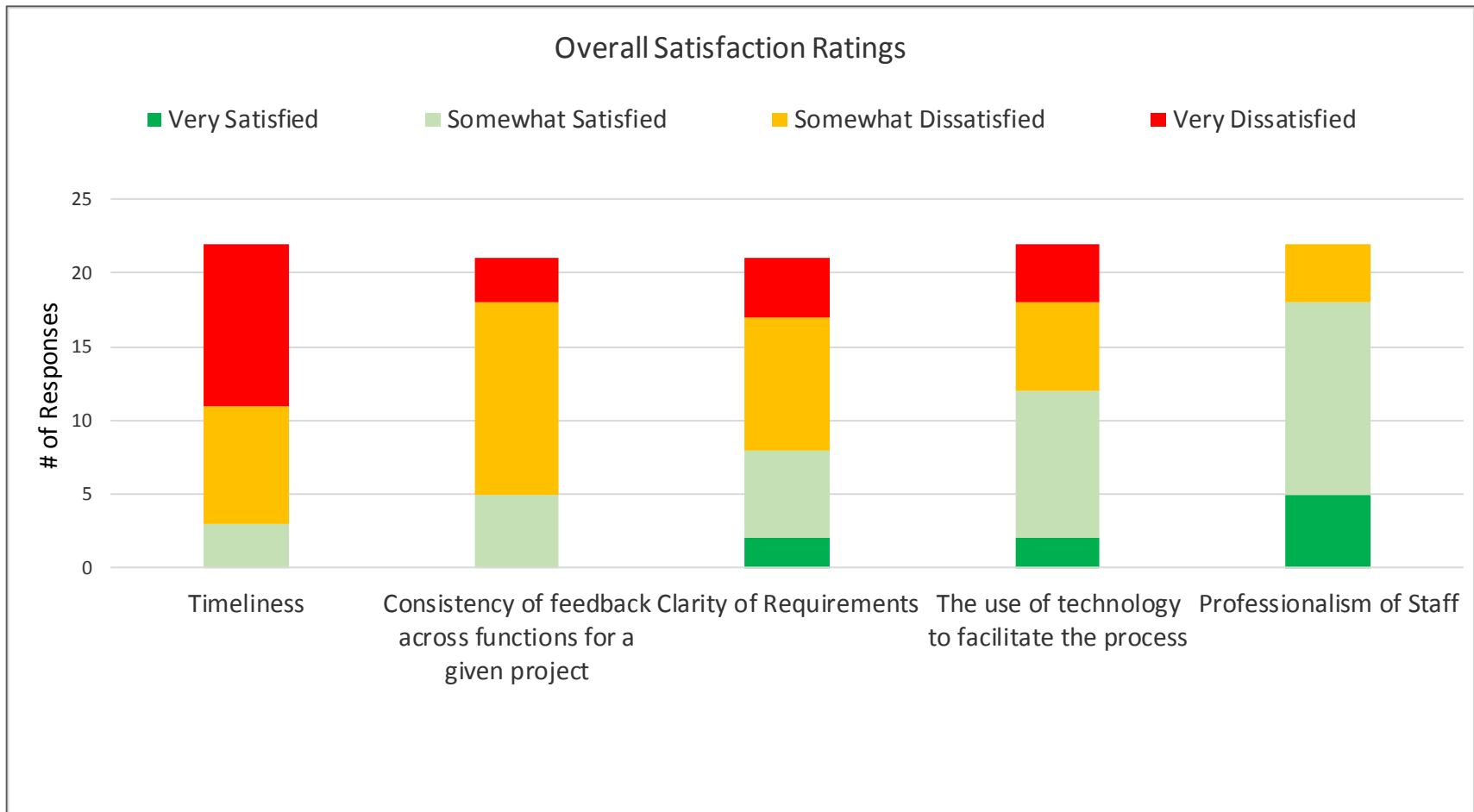


Discover a World of Opportunity[™]

- Technical Advisory Board (TAB) of customers from the development community
 - 4 meetings held to date. Next meeting in December
- Steering Committee of internal stakeholders
 - 7 meetings held to date. Initially monthly, now moved to quarterly
- Accela Governance strengthened in coordination with TS, CPD, Public Works, Fire, and Excise & License

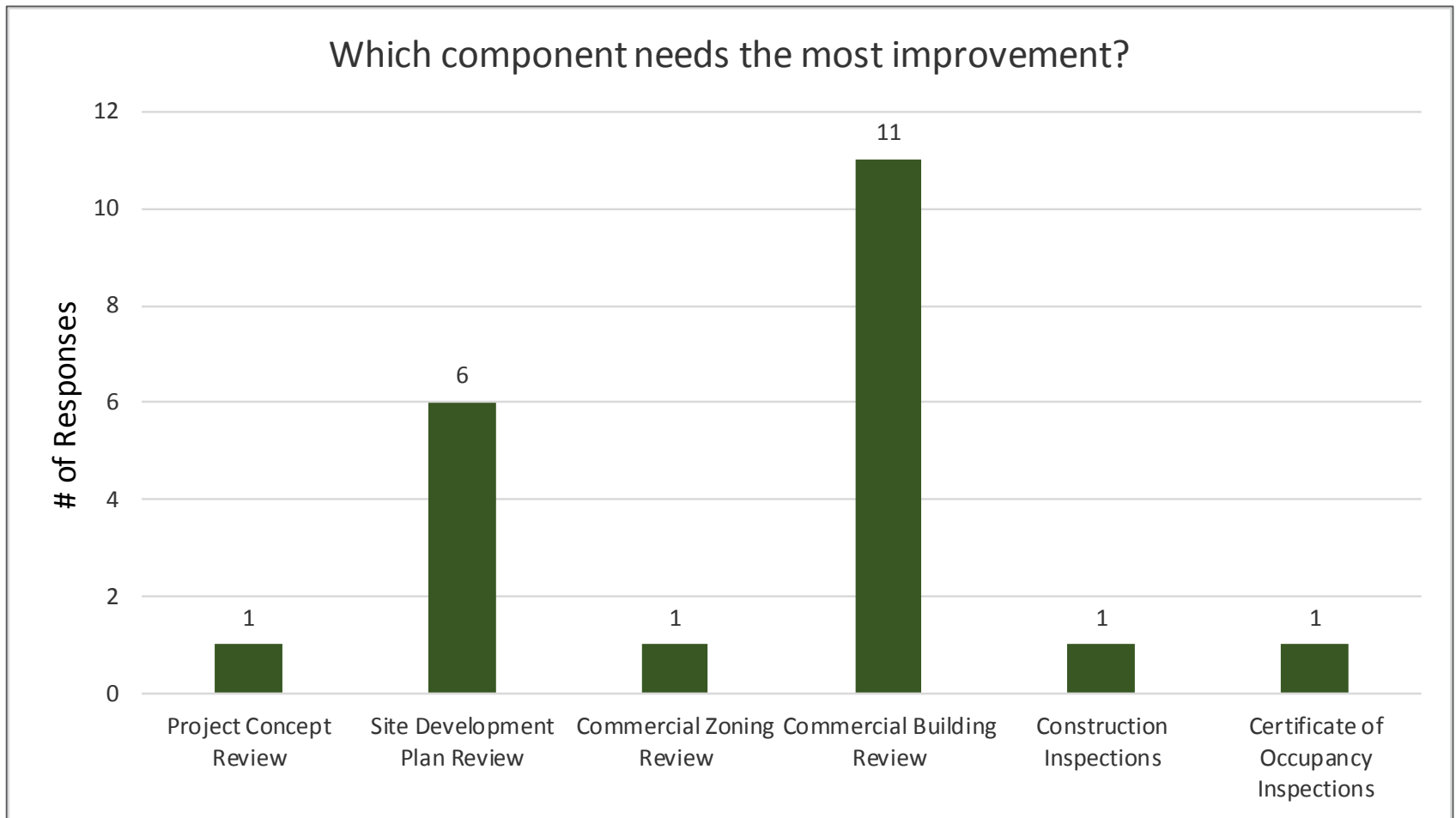
Prioritizing: Overall Satisfaction from December 2016 TAB Survey

Most satisfied with professionalism, least satisfied with timeliness



Prioritization: 2016 Advisory Board Survey

Commercial building review and site development plan ranked as top focus areas



Prioritization: Project type & Customer experience “path”

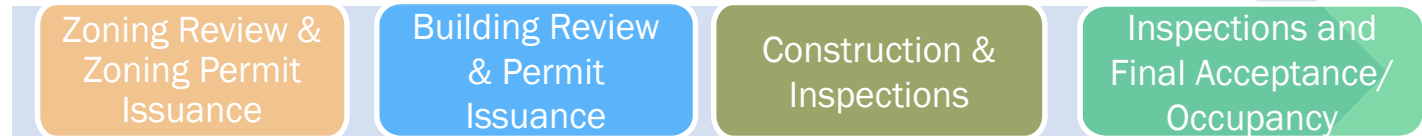
New Commercial Construction, Multi-Family & Major Commercial Additions

500 YTD



Commercial Alterations & Minor Commercial Additions

1,700 YTD



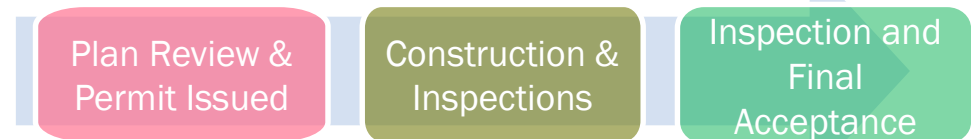
Residential Construction – Single Family Homes and Duplexes

2,100 YTD



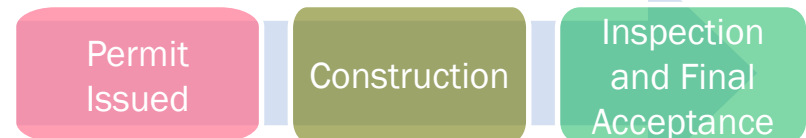
Walkthroughs (Plan Review at Counter)

8,000 YTD



Quick Permits (No Plan Review Required)

40,000 YTD

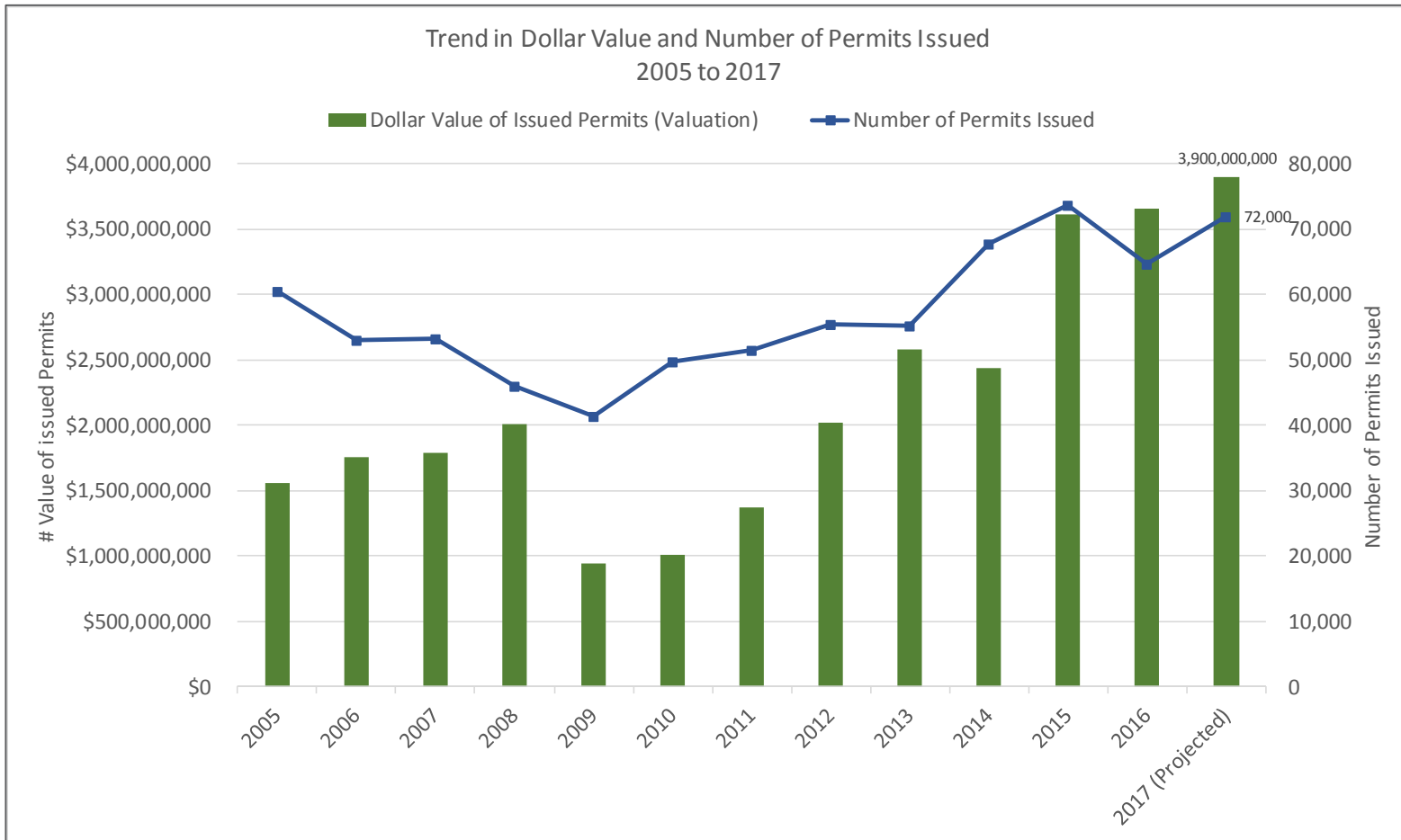


PERFORMANCE REVIEW

Permit Volume & Valuation trends

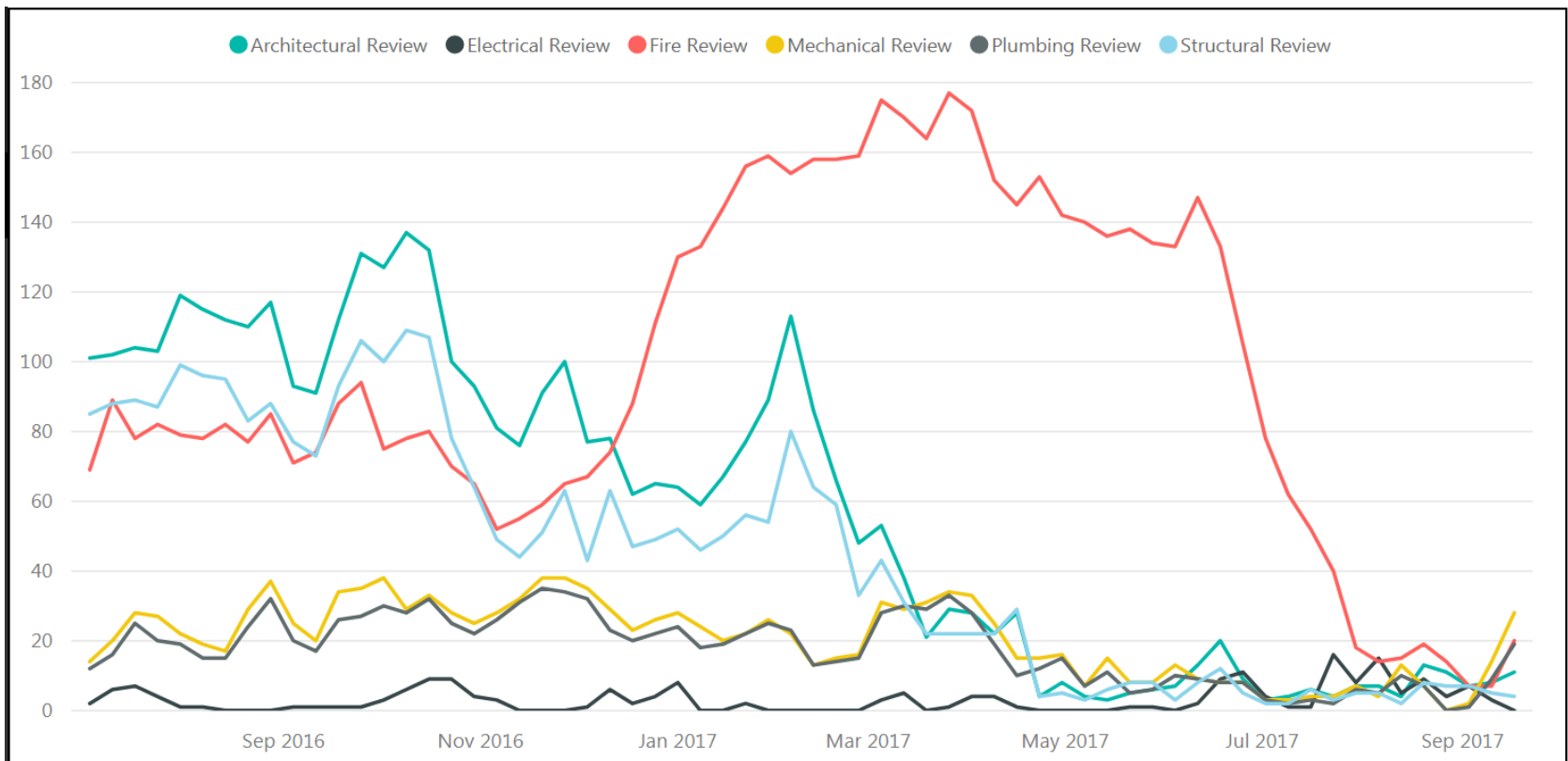
2005 through 2017

- Projected permit volume increase of at least 11% over last year
- Projected increase in valuation of at least 7%



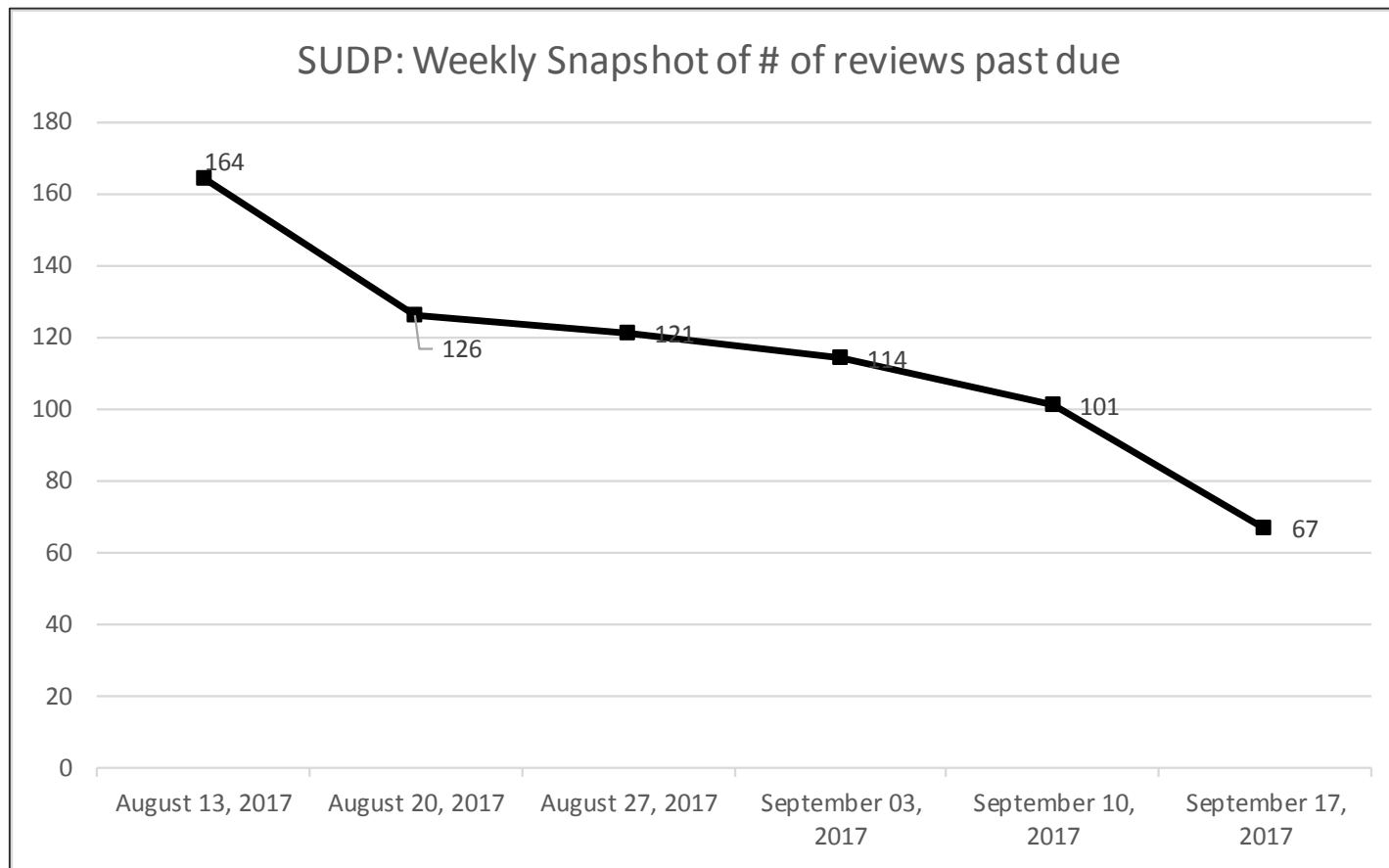
Commercial Building Plan Review

Drastic reduction in past due CPD & Fire commercial building reviews



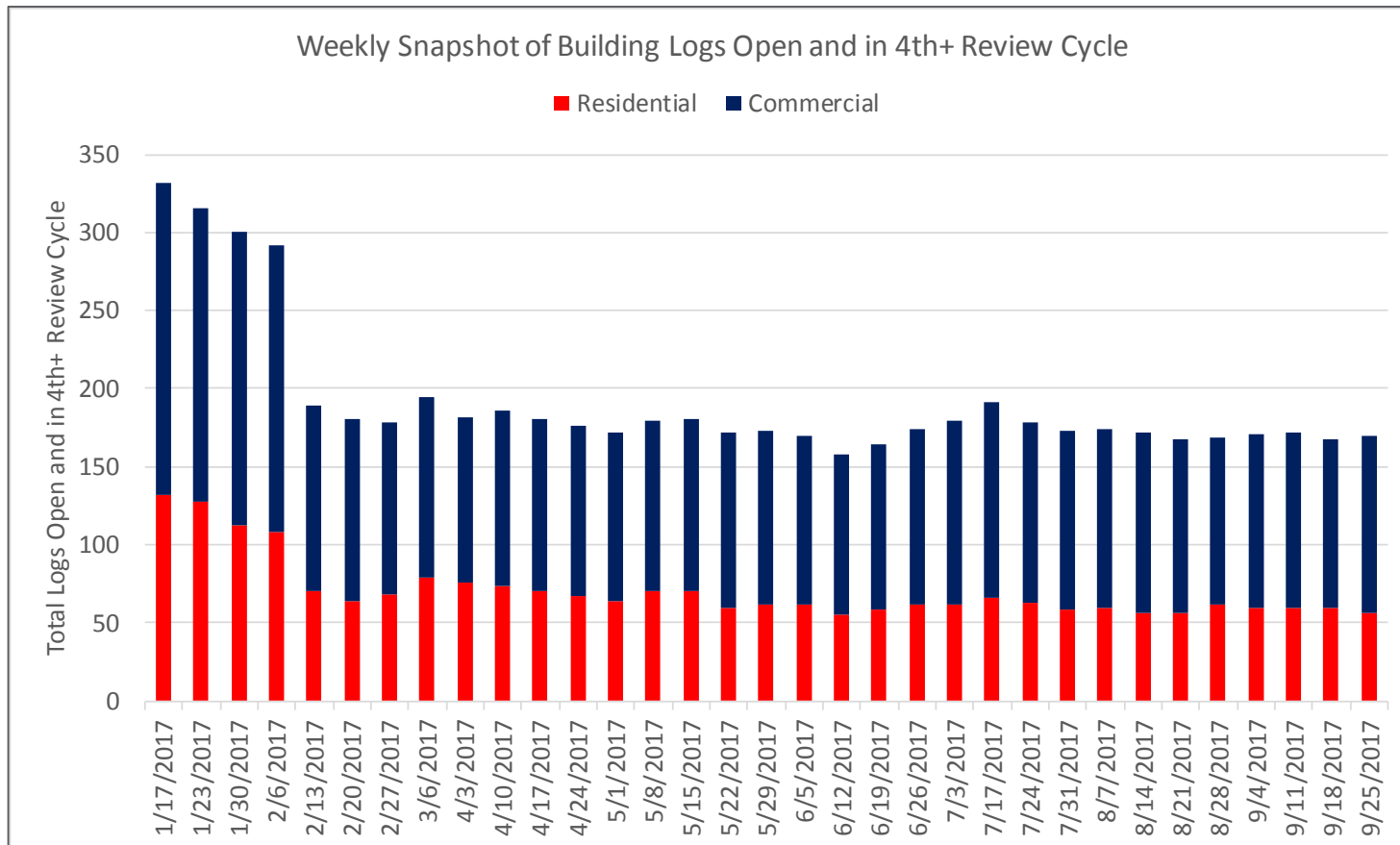
Building Plan Review: Sewer Use & Drainage Permit

- CPD partnered with Public Works to create monitoring dashboard
- 67 reviews past due –down 59% from 164 in August



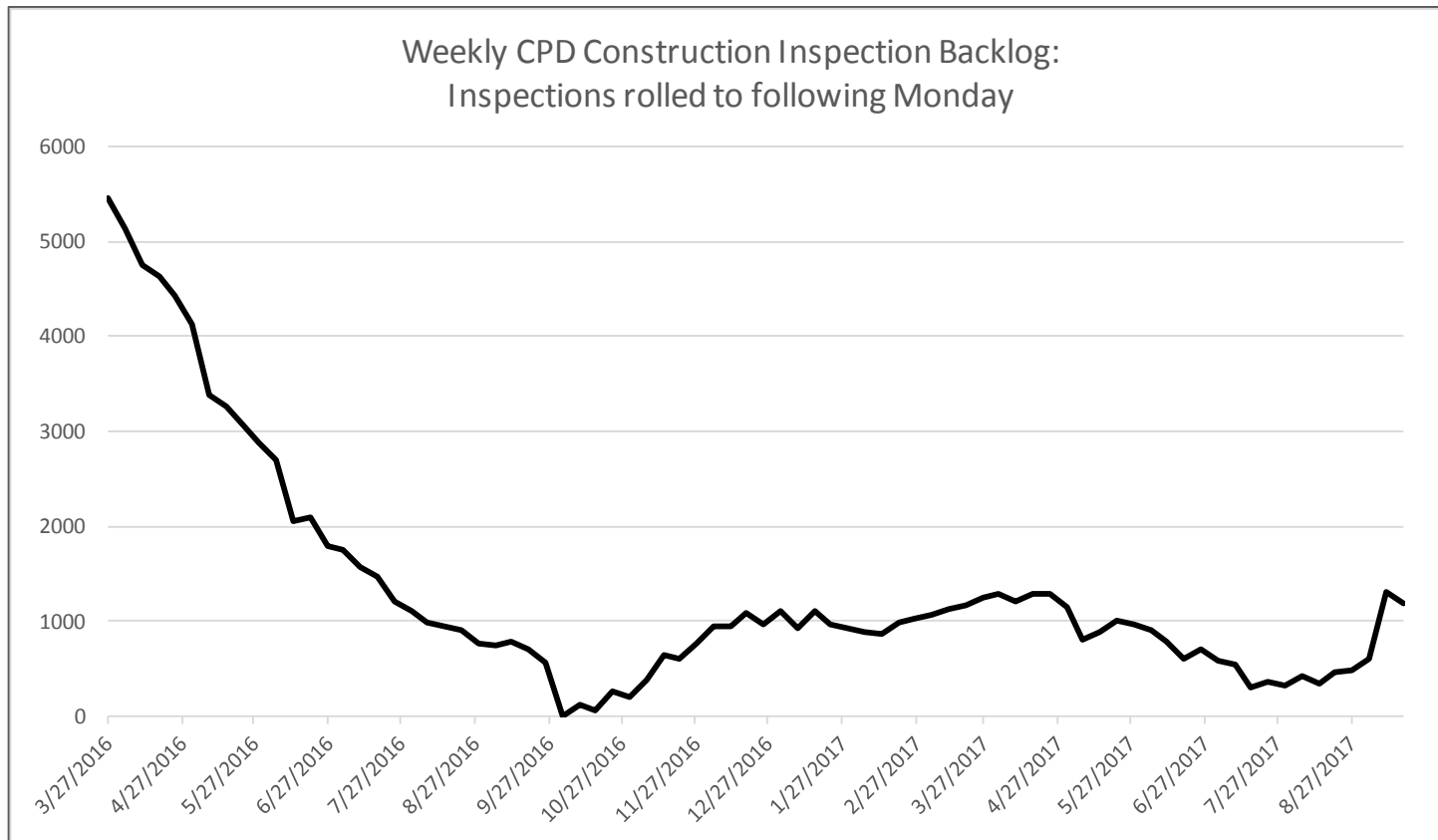
Plan Review Cycle Monitoring

- These projects likely contain a large portion of our frustrated customers



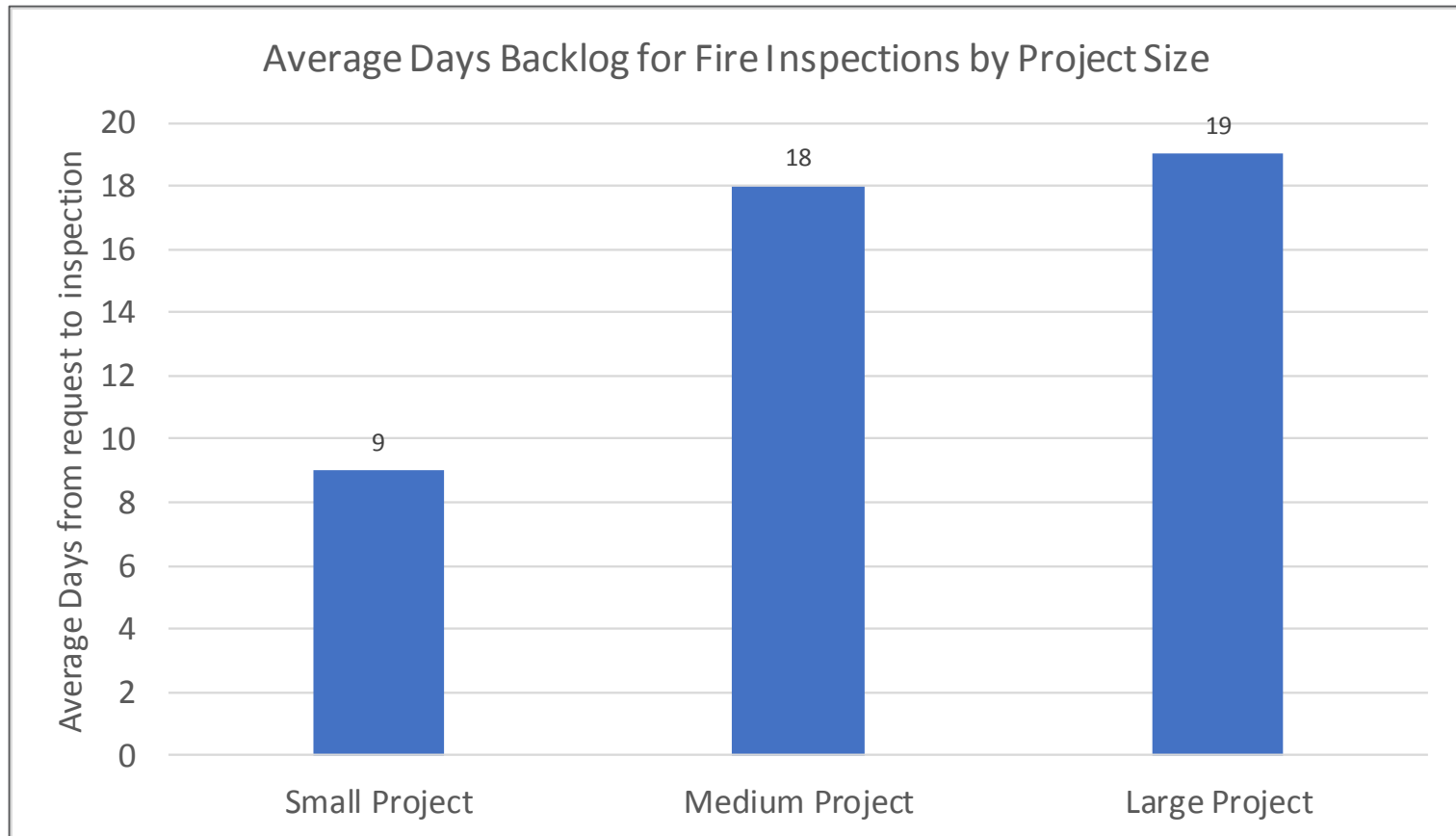
Construction Inspection Backlog

- With high volume of work now permitted, will be monitoring inspection backlog closely
- Will continue to rely on 3rd party inspectors to help with backlog



Fire Permits: Fire Inspection Backlog

- Fire also facing significant backlog on the fire systems testing inspections
- Team working to increase in-house capacity to handle inspections

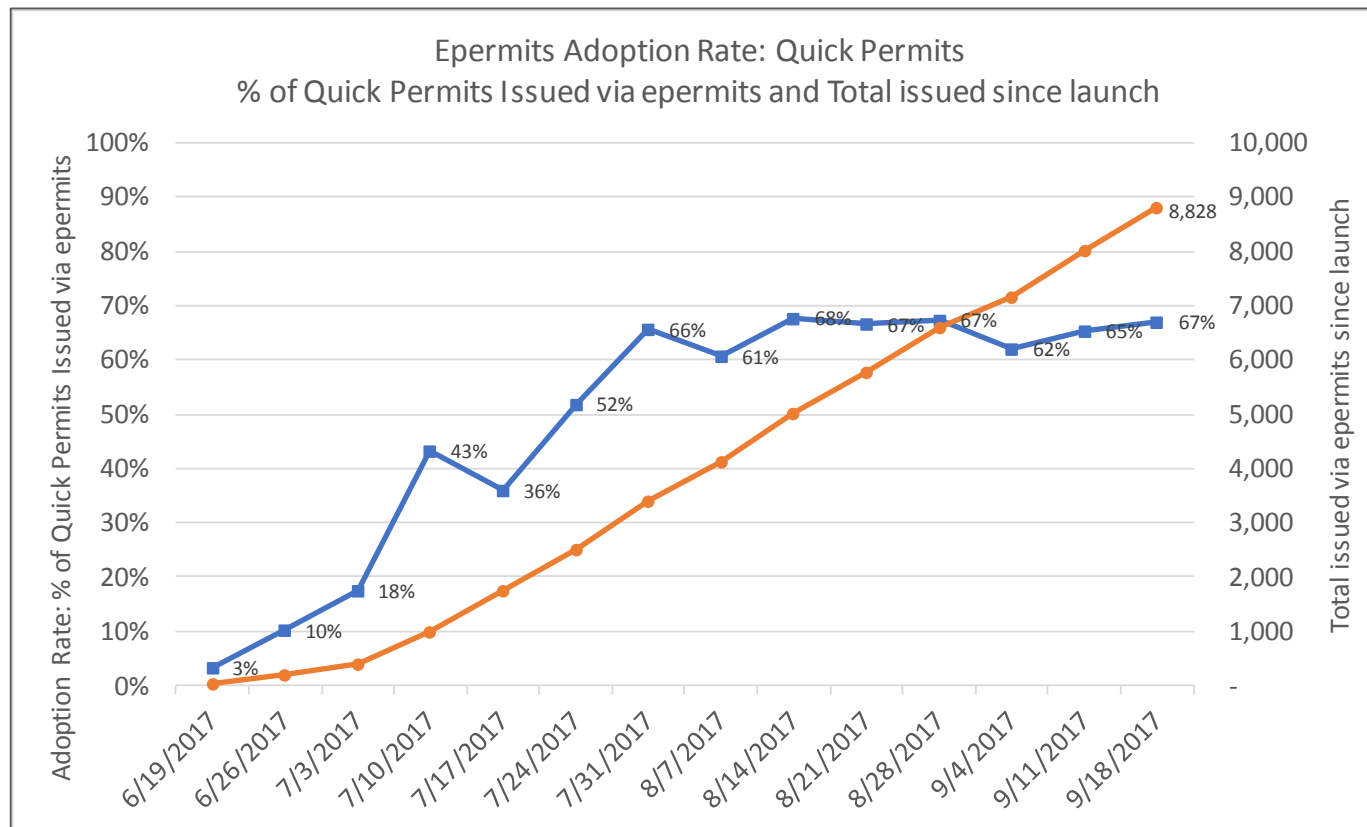


INNOVATION PLAN

Quick Permits Launched in July

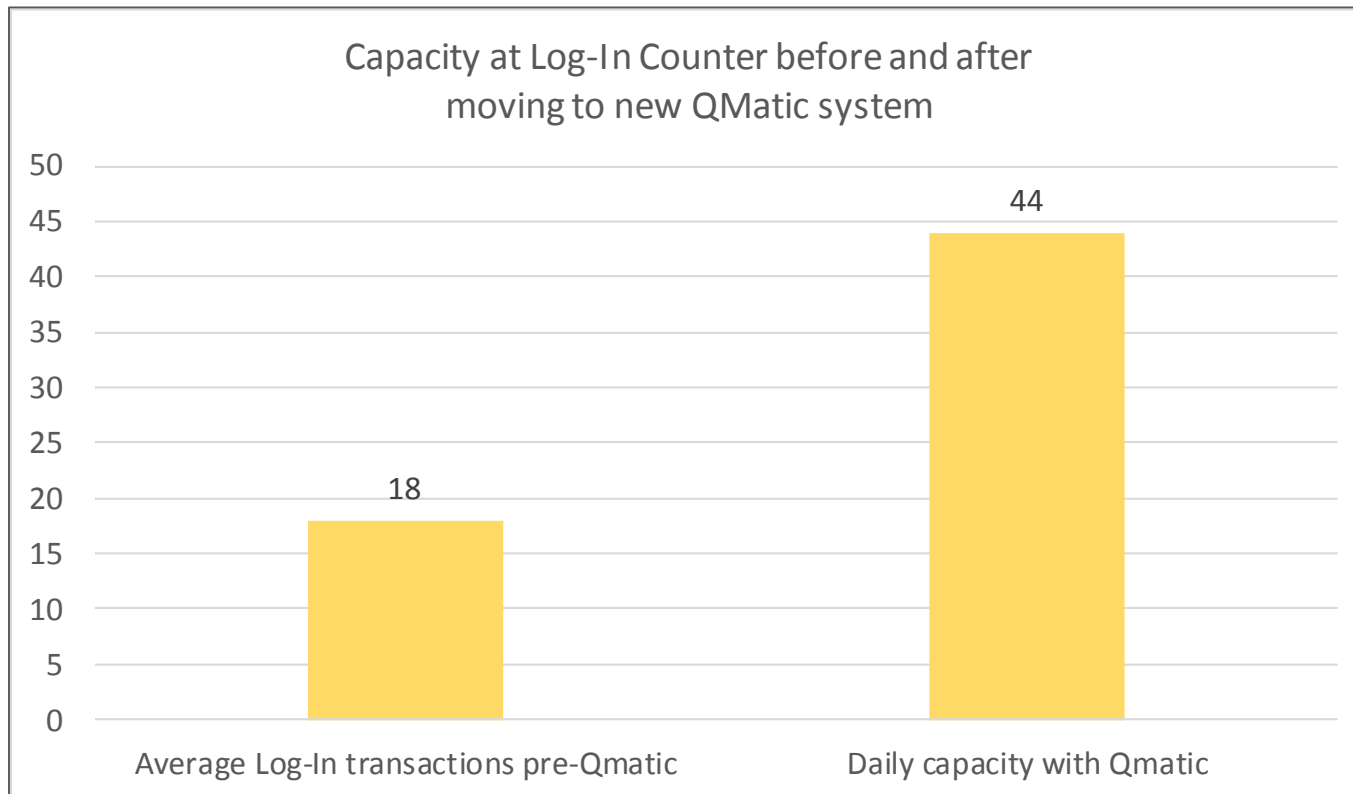
www.denvergov.org/epermits

- Gained 66% e-permits adoption rate in under 5 weeks of full launch
- This week, will hit 10,000 total issued via e-permits since launch

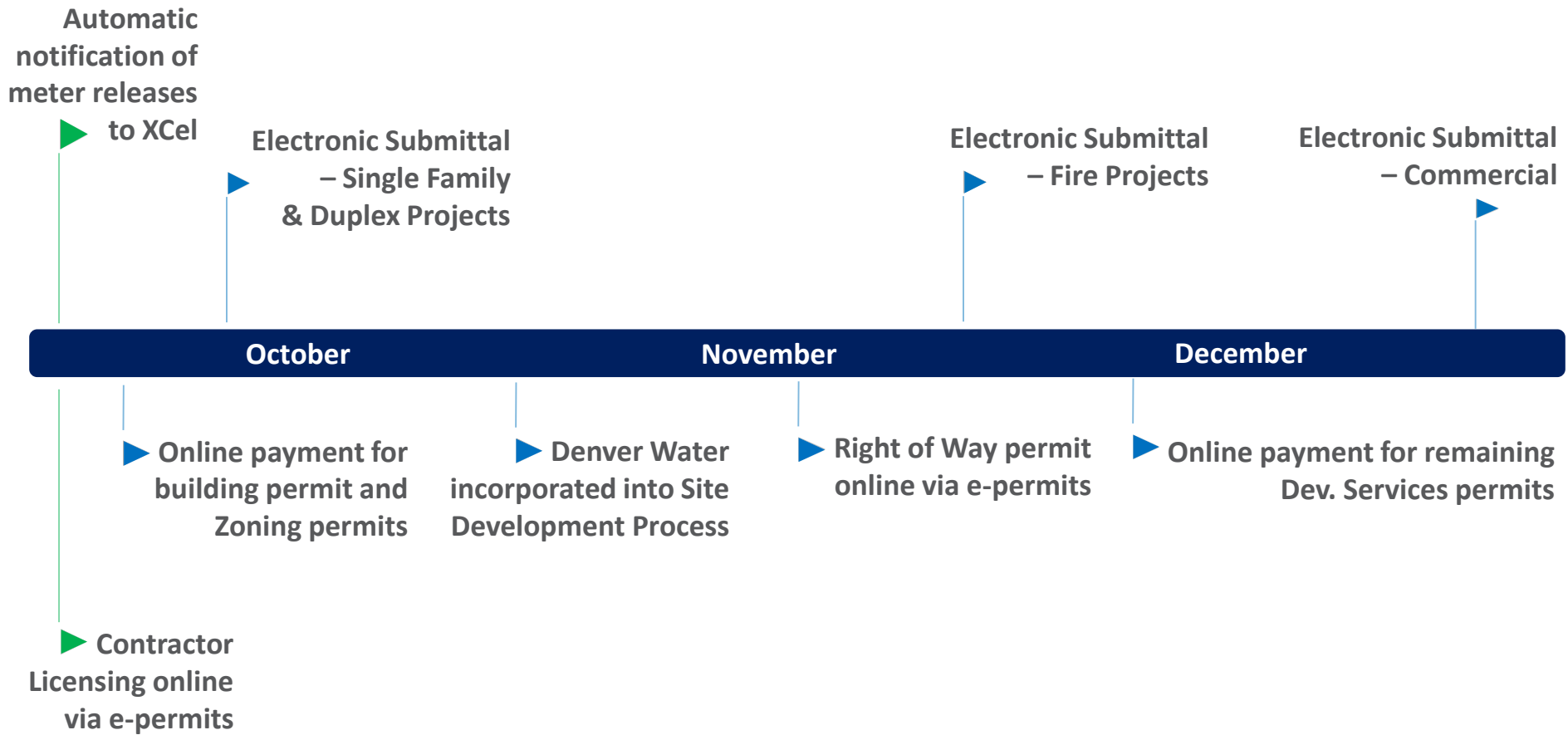


QMatic appointment system live as of 9/13

- Moved to appointment system and more than doubled transaction volume for the “log-in” line



Upcoming Innovations





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Thank you!

Questions?

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