

**May  
2020**

*(reporting on April)*

# Development Services Monthly Report



For the latest in  
Development Activity,  
please visit:  
[www.crgov.com/  
DevelopmentActivity](http://www.crgov.com/DevelopmentActivity)

## Four Corner Stones

- Distinct Town Identity
- Responsible Growth
- Community Service
- Thriving Economy

## News from the Director's Desk:

Notice anything new this month? We have changed the look of our monthly report and hope you will take the time to look through this edition. All of the same great information is in here, reporting on our staff, accomplishments, land use projects, and performance metrics for each division. In April, the majority of our office staff continued to work remotely from home, our field crews were on job sites conducting inspections, and a few staff have been in the office. We are conducting in-home inspections and applicant meetings virtually, and are planning to host our first Boards and Commissions meetings on-line in May. We have seen a small slow down in permitting activity in April, but are still seeing strong year-to-date numbers. Our staff continues to be committed to providing Excellent Customer Service, even if we aren't seeing you in-person at this time!



Tara Vargish, PE  
Interim Director  
Development Services

## Implementing the Community Vision through Development Activity

Planning	Development Review	Building	Zoning
We strive to meet the needs of current and future residents, while balancing existing property rights and implementing the Town's Comprehensive Master Plan. Process land use projects, from large to small, ensuring compliance with Town codes. Some projects require public hearings before Planning Commission and Town Council; Historic Preservation Board; or the Design Review Board.	The Development Review Team processes administrative applications for small site development plans, plat or plat changes, construction documents and erosion control plans, and issues construction permits. This team works closely with plan reviewers in CR Water, Public Works, Parks, and Fire to ensure Town design criteria are met, and with Development inspectors who oversee construction.	A building permit is needed for most any residential and commercial construction activities. Our team is here to help determine if a permit is required, what plans are needed, what your fees will be, and how to schedule inspections. Building codes are instrumental in protecting life, health and safety of our community. Submit permits or schedule an inspection online at <a href="http://etrakit.crgov.com">etrakit.crgov.com</a>	Our Zoning team provides reviews on land use applications, reviews sign permits, issues zoning verifications, state licensing signoffs, reviews for business and liquor licenses, provides code enforcement for the Town, as well as assisting neighborhoods with issues as they arise. You can report a neighborhood concern online at <a href="http://crgov.com">crgov.com</a> , look for <a href="#">"Report a Concern"</a> or email us at <a href="mailto:Zoning@crgov.com">Zoning@crgov.com</a>

# Staff Spotlight

## Meet the Staff...

The Development Services Enterprise Team is a diverse group with outstanding professional talent. The team works collectively to accomplish the Mission, Vision, and Values of the organization and to achieve the Enterprise program mission, "Implementing Community Vision through Development Activities." Each month we will recognize a staff member to provide you with an inside look at the life and work experiences of our teammates.

*This month we are introducing you to:*



## Ben Christensen, Development Services Technician

Ben is a Development Services Technician in the Building Division. Ben's job includes the following duties: Checking in permits, helping contractors register with the Town, assisting homeowners with pulling their own permits for basement finishes, decks or other projects. His favorite part of the position is the opportunity to work with the public.

Ben's journey with the Town has been a long one. He first started as a temporary employee in early 2016. In October of 2016, he became a seasonal roof inspector, and now is a full-time employee with the Town. For almost 2 years, Ben has been employed as a Development Services Technician and he enjoys working with, "a fantastic team of people."

Outside of work, Ben is a husband and a dad of five children, ages 16, 13, 11, 5, and 3. Needless to say, he has a full house. Ben is a native of the state of Colorado and grew up north of Castle Rock, in what used to be the small Town of Parker. He was a part of the first graduating class at Chaparral High School. In his free time, he loves watching his kids compete in sports, as well as coaching. Ben has a passion for music, as he enjoys spending time on the back deck with the fire pit going and playing the acoustic guitar. He and his family love going to the mountains and enjoy all Colorado has to offer such as hiking, camping, fishing, and of course, great food! Please stop by and say "Hi" to Ben the next time you are at the Building Counter.

***Ben enjoys working with "a fantastic team of people."***



# Employee Recognition

## Santi Smith—Technical Coordinator

Development Services would like to thank Santi Smith, Technical Coordinator, for all her assistance with helping employees be able to work from home during this time.

*“Santi must be tapping into her Jedi powers because she has been in more places at once during these many weeks keeping everyone connected and working! We appreciate all that she does every day, but even more so now!” - Denise*

*“Santi thank you for all your incredible help and knowledge with getting employees set-up to work remotely! Appreciate that you are always available to answer questions and solve IT problems. We would be lost without you.” -Sharon*



*“Where do I start?”*

*Santi is truly amazing! She has made the work at home order be a seamless transition, which is priceless to all of our safety and wellness. She continues daily to triage problems and still keep her awesome wit. We are lucky to have Santi on “our team.” ~Tammy*

*“Santi has been a humungous help with training and set up for working remotely.*

*She has answered so many questions about everything from microphones and cameras to Microsoft Teams, Adobe, WebEx, Jabber, VPN, RDT and more!!!*

*She was ALWAYS available via chat, email, phone and helpdesk.*

*Thank you, Santi!” --jp~*



## Ben Christensen, Development Services Technician

On April 14th, Phil Kranz, Business Administration Manager, received an email from a resident regarding Ben Christensen, stating:

*“Just writing to let you know I had a great unexpected experience with your employee - Ben Christensen. OMG Construction's contractor license had expired and Ben was gracious enough to call me and walk me through payment as we have two permits pending for inspection. Not only did he walk me through but then he sent me copies of our new license and permits. Ben did not have to call but nonetheless he went above and beyond doing just that. I so appreciate great service and hope he is recognized as an asset to your office.”*

## Jennifer Bigham, Development Services Technician

On April 27th, Phil Kranz, Business Administration Manager, received an email from a resident regarding Jennifer Bigham, stating:

*“Thanks so much for your time and help, Jen!  
I will print and post the permit card.  
And will contact Bobby about plan revisions before I begin work.  
Talking with you was extremely helpful!”*





# Employee Recognition

## Employee Work Anniversaries

Congratulations on all our employees who celebrated a work anniversary last month! We deliver exceptional customer service due to the hard work and professionalism of our staff.

**1 Year**



Bobby Spicher  
*Plans Examiner*

**2 Years**



Kevin Buffington  
*Plan Review  
Engineer*

**4 Years**



J.R. Trout  
*Sr. Combination  
Building Inspector*

**4 Years**



Raul Gierbolini  
*Combination  
Building Inspector*

**4 Years**



Jon White  
*Building Inspector  
Supervisor*

**13 Years**



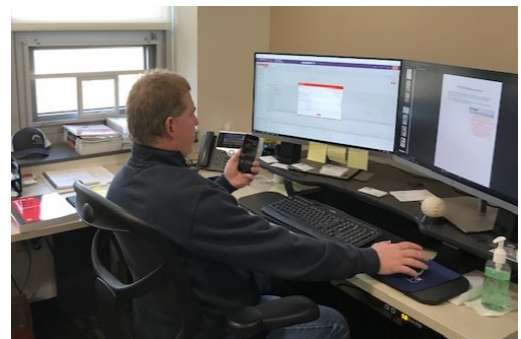
Ruth Stadler  
*Water Conservation  
Plan Reviewer*

## Jon White, Building Inspector Supervisor

Jon White was instrumental in launching our remote inspections program to replace regular inspections in occupied residential homes during this COVID19 pandemic. Jon excelled at being flexible and working to find new ways to provide customer service. By using video phone call technology, he and his team were able to help residents close out permits such as basement rough and final inspections, ac/furnace inspections, as well as many more.



**93**  
*Remote Inspections  
conducted in April!*



# New Land Use Submittals: Public Hearings Not Required

Administrative land use submittals are reviewed and processed by staff, according to Municipal Town Code, and do not require public hearings. All land use submittals go through a rigorous review by Development Services staff in Planning, Development Review, and Zoning, as well as plan review staff in Castle Rock Water, Public Works, Fire, and Parks and Recreation, to confirm code compliance. Construction Documents, Plats, Administrative Site Development Plans, Erosion Control Plans, and Easements are examples of administrative submittals.

## Canyons South—Douglas County

Construction Documents for extension to existing storm water system, located on north and south side of Crowfoot Valley Road, for first phase of residential project with 278 single-family lots, (Town will own and maintain the project's water system per previous agreements.)

## Heckendorf Ranch

Irrigation Design Revision for approximately 10,000 square feet of commercial retail, located southwest of Plum Creek Boulevard and Crystal Valley Parkway, directly across from Fire Station 152.

## Lanterns/Montaine

Offsite Drainage Easements for Lanterns Spine Road, located at Montaine Circle.

## Meadows

Erosion Control Plans for Castle View High School 28,300 square-foot addition with additional parking spaces and outdoor work areas, located at North Meadows Drive and Butterfield Crossing Drive.

Plat Plan for street and bridge connecting future roundabout on N. Meadows Drive to COI parcel on the east side of Plum Creek.

Utility Design Revision for Meadows Town Center four-story, mixed-use building located at northeast corner of Bilberry Street and Mercantile Street.

## Outlet/Promenade

Erosion Control Plans and Construction Plans: Buffalo Wild Wings, 7,074 square-foot, full-service restaurant, located on southwest corner of Factory Shops Boulevard and New Memphis Court.

## Plum Creek

Erosion Control Plans for fueling station, carwash and future retail, located on the southeast corner of Plum Creek Parkway and Lake Gulch Road.

## Small Cell Project

Master License Agreement with SQF LLC for small cell infrastructure in public right-of-way.

## Town Project

Public Improvements for downtown quiet zone, located between Second and Fifth Streets.

**All land use applications are displayed  
on our Development Activity Map,  
which you can access at  
[www.crgov.com/DevelopmentActivity](http://www.crgov.com/DevelopmentActivity).**



# New Land Use Submittals: Public Hearings Required

Land Use submittals that incorporate new land into the Town's jurisdiction, establish or modify the zoning rules for the land, or site plan layouts for residential neighborhoods or properties requiring buffering are examples of submittals requiring public hearings. Most of these land use submittals require public hearings in front of Planning Commission for a recommendation to Town Council for final decision. Some are required to have public hearings with the Historic Preservation Board or the Design Review Board. Typically these public hearing items are "quasi-judicial" which limit the hearing body to only discussing and deciding on the action items at the public hearing. Prior to being scheduled for public hearings all submittals go through a rigorous review by Development Services staff in Planning, Development Review, and Zoning, as well as plan review staff in Castle Rock Water, Public Works, Fire, and Parks and Recreation.

## Abundant Life Assisted Living

Abundant Life Assisted Living has applied for a Use by Special Review to increase the number of beds from 9 to 12. There are no exterior changes. The only change is from live-in staff to staff that works a shift and leaves. Located at 1473 Rosemary Drive in Red Hawk Planned Development. The project is located in Councilmember Bracken's district.



## Memmen Young Annexation and Site Development Plan

Staff received an Annexation Petition for a 5-acre parcel surrounded by the existing Memmen Young Planned Development Plan and also received a Site Development Plan (SDP) for a 567-unit residential development within the Memmen Young Planned Development. The Site Development Plan proposes 353 single-family homes and 107 paired homes (214 paired units). The proposed development is 170.1 acres in size of which 87.2 acres is proposed to be open space. The proposed Site Development Plan is contingent on the approval of the Memmen Young Infill Planned Development Major Amendment (currently in process) and the annexation of the 5-acre parcel. The project is referred to as Founders Vista. The project is located within Councilmember Teal's district.



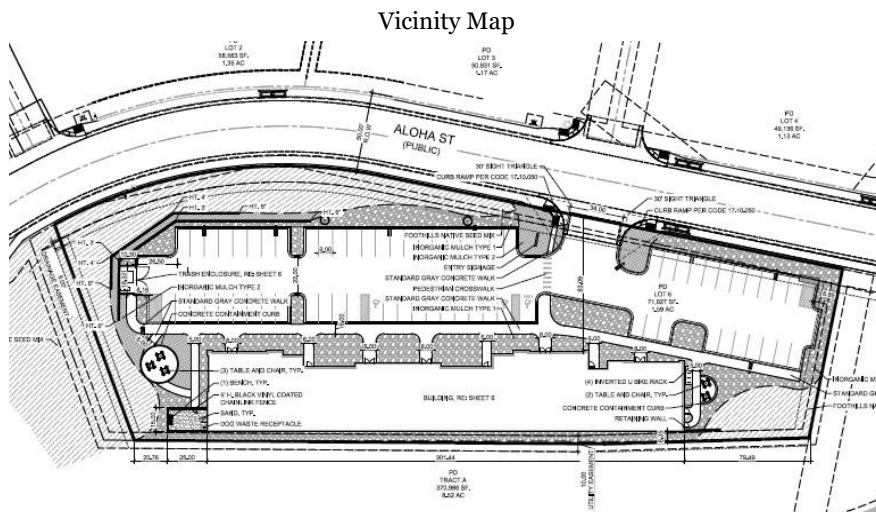
Vicinity Map



Site Layout



## Medical Offices at Founders Marketplace Site Development Plan



# The Learning Center Site Development Plan

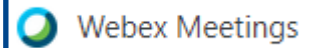
**To see all current Public Notices for  
upcoming Public Hearings, please visit:  
[www.crgov.com/PublicNotices](http://www.crgov.com/PublicNotices).**



# Town Council Actions on Land Use Submittals

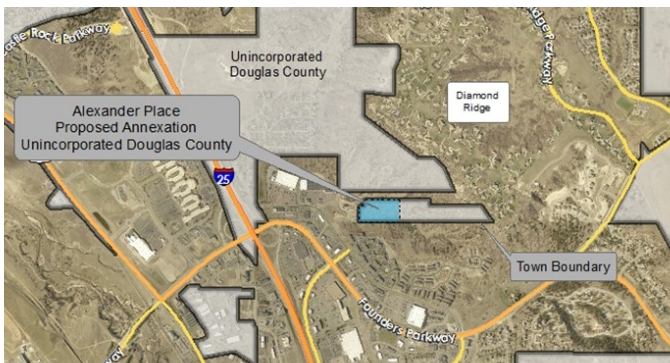
## Quasi-judicial Meetings Allowed to be held Remotely

On April 7th, Town Council approved a Resolution allowing quasi-judicial items to be heard at “connected” Council meetings, as well as allowing Boards and Commissions to meet virtually as approved by the Mayor.

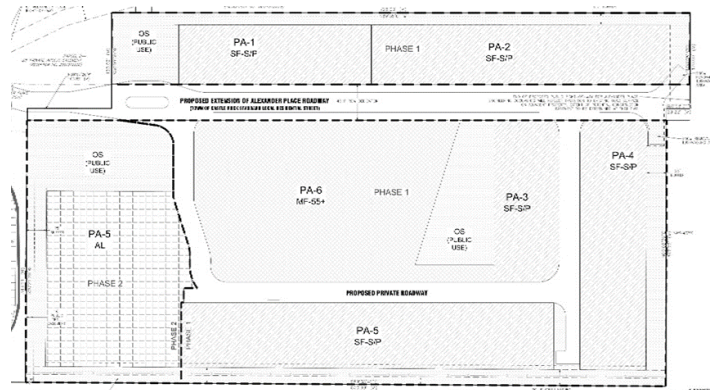


## Alexander Place Annexation and Planned Development and Zoning Regulations

On April 21st, Town Council approved the first reading of the ordinance annexing the 8.37-acre Alexander Place property to the Town of Castle Rock. Town Council also approved the first reading of the Alexander Place Planned Development and Zoning Regulations, allowing a continuum of care of housing opportunities for residents age 55 and older. The zoning allows a maximum of 26 single-family cottages, a 63-unit multifamily building, and up to 36 units of assisted living and/or memory care.



Vicinity Map



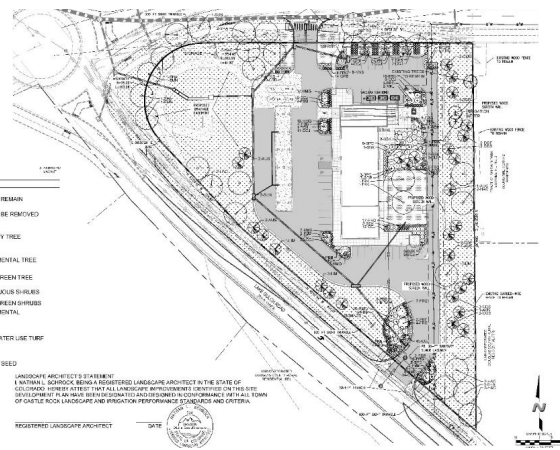
Planned Development Plan

## Plum Creek Convenience Residential/Non-Residential Site Development Plan

On April 21st, Town Council approved the Plum Creek Convenience Site Residential/Non-Residential Interface Plan with conditions to limit the operating hours of the car wash to 6 a.m. to 10 p.m., reduce the eastern side of the property lights and edges of the parking lot to 50%, and directed staff to work with the applicant on other lighting reductions for the gas canopy. The project will provide a 45-foot wide landscape buffer on the eastern edge, multiple screen fence sections, and a 15-foot wide landscape buffer on the southwestern edge to buffer the property from adjacent residential uses.



Vicinity Map



Landscape Sheet from Site Development Plan



## Board & Commission Actions

Development Services supports 5 Boards & Commissions that have specific purposes from building appeals, variance hearings, land use case recommendations or determinations. These boards and commissions are filled by residents, and in some cases business owners, as appointed by Town Council. They voluntarily sit on these boards to serve their community. We appreciate our board and commission members, and thank you for dedicating your time to serving your community!



### Various Meetings Cancelled in April

Several of our board and commission meetings were cancelled in April, due to lack of agenda items. This was fortunate, as recommendations for social distancing, as well as public health orders for Stay at Home and Safer at Home orders, would not allow us to hold in-person meetings. For May, several meetings are planned to occur online, as authorized by Town Council. For the latest public hearing meeting notices dates, please visit: [www.crgov.com/PublicNotices](http://www.crgov.com/PublicNotices).

#### Cancelled Meetings:

- Board of Adjustment, April 2nd
- Design Review Board meetings, April 8th and April 22nd
- Historic Preservation Board, April 1st
- Planning Commission, April 9th and April 23rd

### We Need YOU! Boards and Commissions Vacancies

Every year, various positions for Town Council appointed Board and Commission members expire on May 31st. Development Services supports the following five Boards and Commissions and the following terms are available for Town residents who wish to volunteer:

- **Board of Adjustment:** Two vacancies with terms expiring May 31, 2022.
- **Board of Building Appeals:** Two vacancies with terms expiring May 31, 2022.
- **Design Review Board:** One vacancy with term expiring May 31, 2022,  
(This position needs to be a downtown property owner; does not need to be a resident)
- **Historic Preservation Board:** One vacancy with term expiring May 31, 2022.
- **Planning Commission:** Three vacancies with terms expiring May 31, 2022.

Go online to [crgov.com](http://crgov.com) and [search Boards and Commissions](#) to find links to applications. Positions sometimes open up mid-year, so let us know if you are interested in interviewing for one!

**You can learn about all the various Town Boards and Commissions online at [crgov.com](http://crgov.com) and [search Boards and Commissions](#)**

# Customer Service Updates

## We Would Like Your Feedback!

Did you know that every time a permit or a land development project is completed, our system automatically sends an email Customer Service Survey to the applicant on file? We launched this survey in 2019, seeking input regarding our customer service on permits and projects, level of responsiveness to inquiries, and development activities. If you receive an email from us titled “[We would like your feedback!](#)” please consider taking a few minutes to answer the survey—we’d love to improve our response rate. Your feedback is valuable to us! All responses are anonymous, unless you request to be contacted by staff. Also, you can enter our monthly drawing to win a \$25 gift card to the Castle Rock Factory Outlets.

357

Permits and  
Projects completed  
in April

13

Survey  
Responses  
in April

*“Congratulations to the  
winner of our Monthly  
Gift Card drawing!”*

## Building Contractor Luncheon

The Town of Castle Rock has found great value in meeting regularly with our building contractors and their teams. Not only is it a great way to discuss code and policy changes that impact the construction of homes and businesses, we also hear from builders on what is working well and what we could do better in the field or office. We are constantly looking to improve our permitting and inspection processes. Over the course of many luncheons we have received good feedback from our contractor customers, often leading to improved changes. We may not always see eye to eye on a topic, however through discussions we get to understand each other’s point of view; plus, meeting up for lunch is always a good time! Our monthly luncheons are typically sponsored by a local builder or other partners that have interest in improving our overall process. If you are interested in sponsoring a luncheon or have any questions, please contact our Development Services Technicians at [buildingcounter@crgov.com](mailto:buildingcounter@crgov.com) or call them at 720-733-3527. They would be happy to assist you!

*“Hearing from our customers always makes us better. I hear time and time again from builders that Castle Rock is unique in holding these luncheons, and how much it has helped them work with our team. We truly listen to our builders as active stakeholders in our Town process to build a quality product we can all be proud of. There is more to what we do than just passing or failing an inspection.”*

- Chief Building Official Joseph Montoya

**Our Contractor Luncheon  
for April and May have  
been cancelled due to  
current COVID19  
concerns.**

View luncheon meeting summary notes of  
past meetings at [crgov.com/  
contractorluncheon](https://www.crgov.com/contractorluncheon)



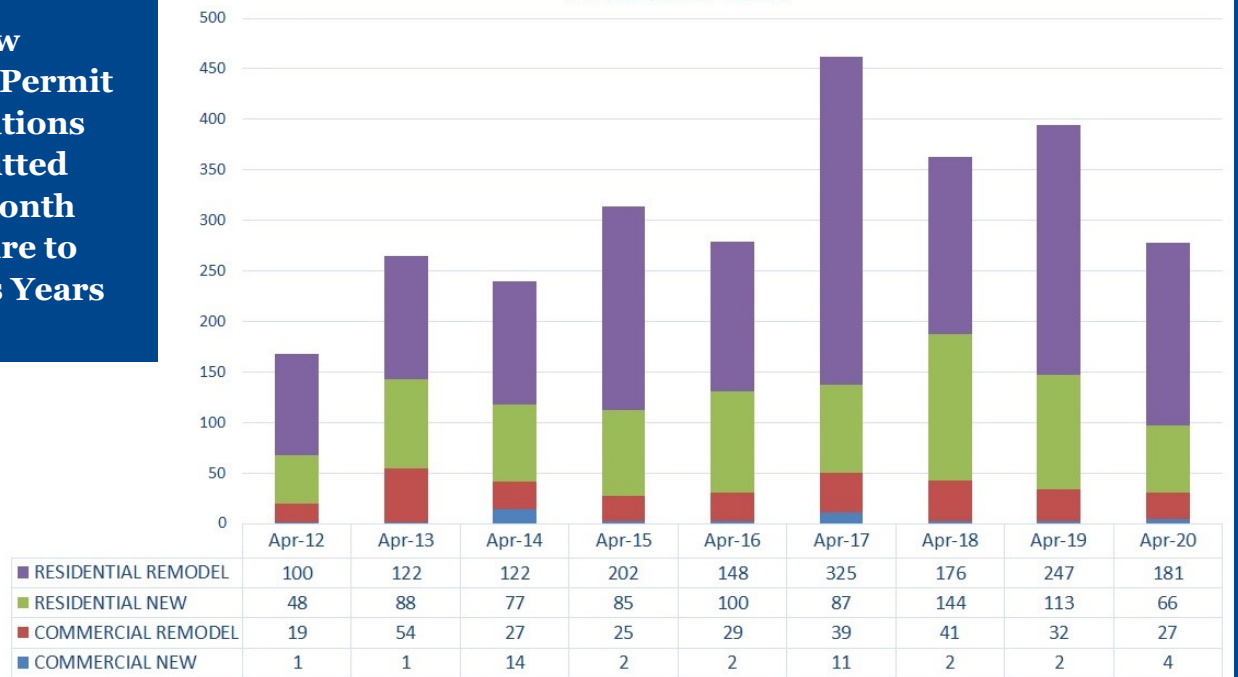
# Core Service Levels

## Building Division Core Service Levels

Our Building staff process hundreds of building permits a month, from a new hot water heater or deck, to constructing an entire new home or commercial building. Our inspection team conduct thousands of inspections each month to determine code compliance. We report on the following levels of services monthly, although they are just a snapshot of the work we do each month.

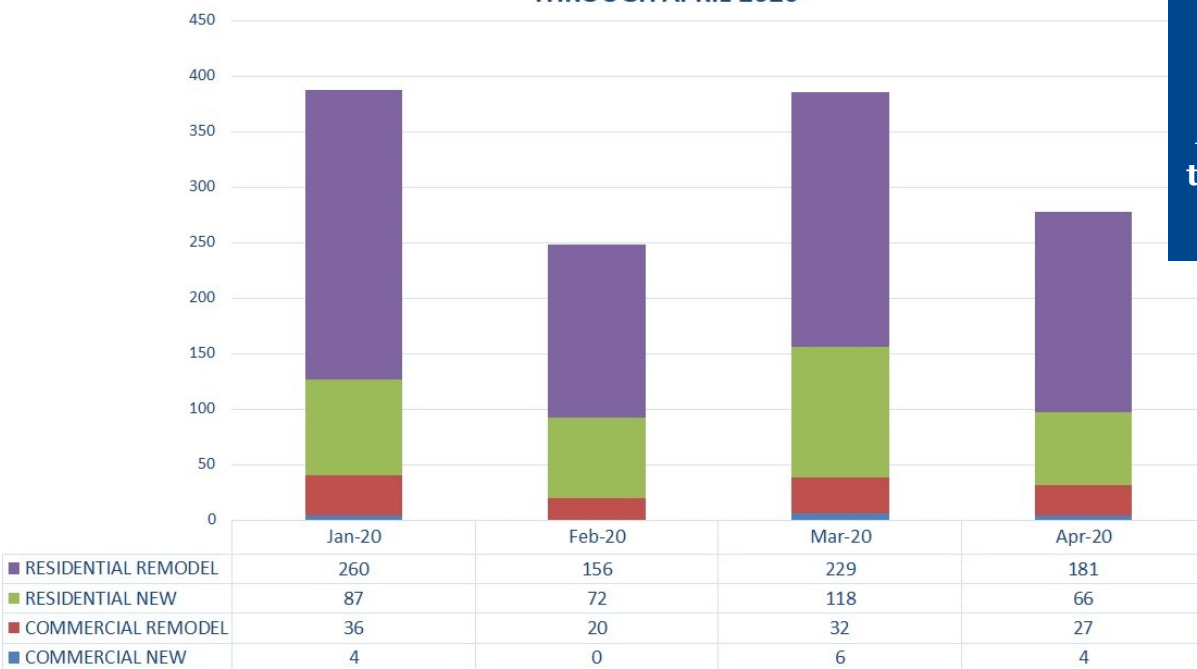
**How  
Building Permit  
Applications  
Submitted  
Last Month  
Compare to  
Previous Years**

**BUILDING PERMIT APPLICATIONS RECEIVED  
APRIL 2012 - 2020**



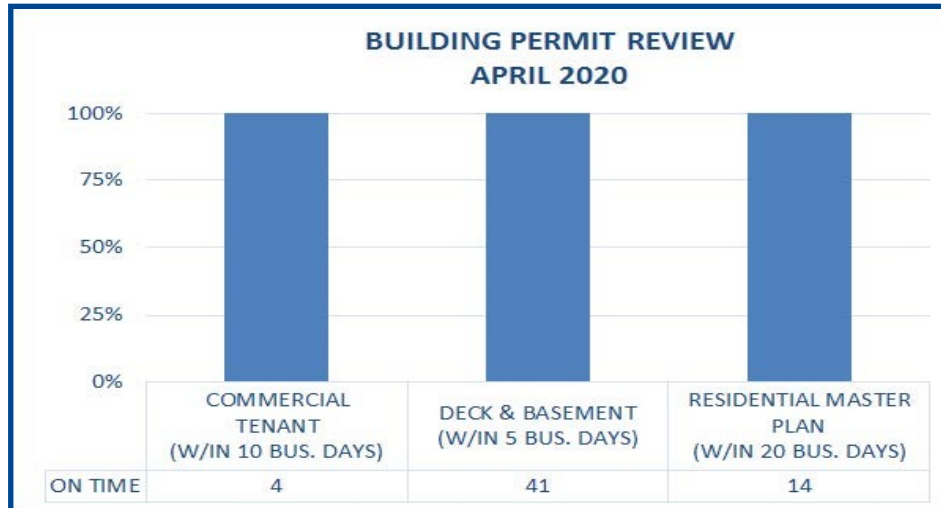
**BUILDING PERMIT APPLICATIONS RECEIVED  
THROUGH APRIL 2020**

**Building  
Permit  
Applications  
through 2020**



## Core Service Levels

### Building Division Core Service Levels continued:



**Building Permit Review timeframes are On Time!**

**Timely calculation of building permit fees is a division priority.**



**1,788**

**Total Inspections Completed in April, 100% on time w/in 24 hours**

**Contractors are required to be Registered with the Town. Each month we process new and renewals for building contractor registrations.**

**April 2020**

**63**

**April 2019**

**71**

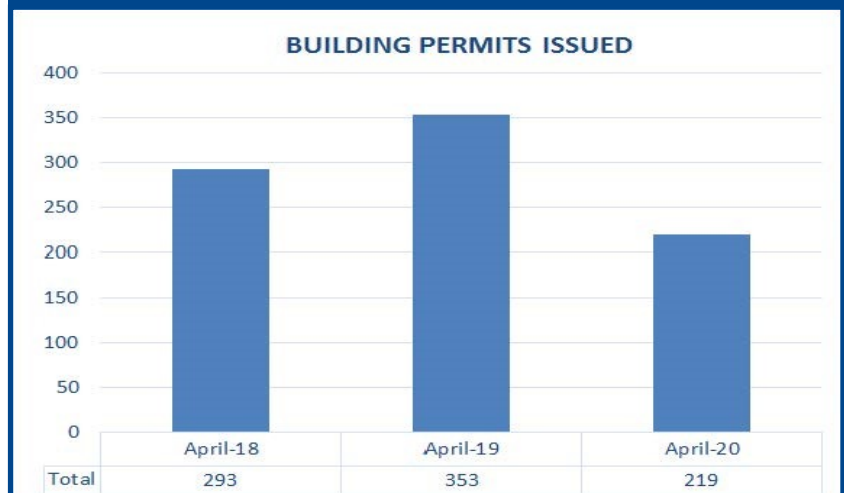
**April 2018**

**68**

**April 2017**

**92**

**Total Building Permits issued in April = 219**





## Core Service Levels

### Zoning Division Core Service Levels

Our Zoning staff processes numerous code enforcement actions per month, from rubbish, abandoned vehicles, and setback encroachments to illegal uses. We respond to complaints from the community, visit sites to determine compliance, and issue Notices of Violations as necessary. Our inspection team removes hundreds of illegal signs encroaching into Town rights-of-ways (ROW).

23

**Code Complaint  
Response in April,  
100% on time  
w/in 2 Days.**

#### April 2020

On Time Late

**Sign Complaint Response  
w/in 24 hours**

3

0

**Signs Removed from ROW  
w/in 7 business days**

7

0

**Sign Permit Reviewed  
w/in 14 business days**

4

0

**Site Visits  
w/in 5 business days**

47

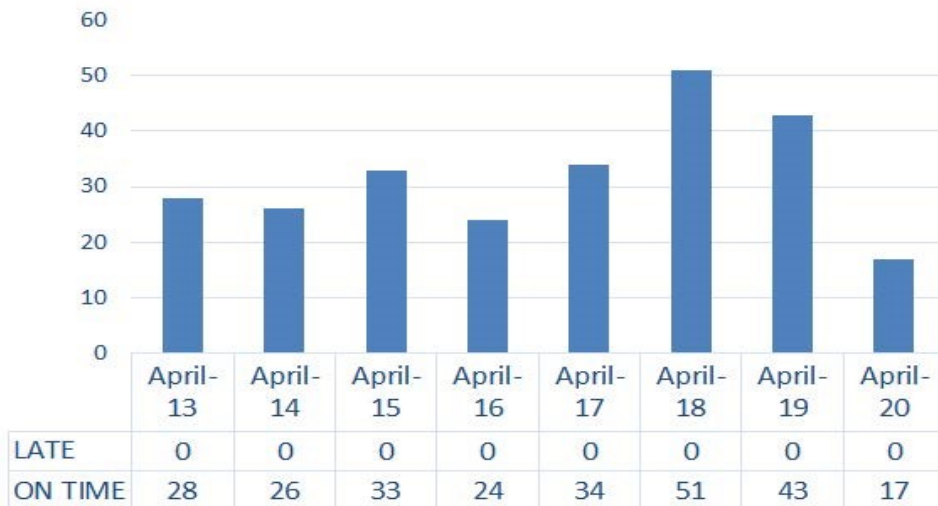
0

11

**Notices of  
Violation sent  
w/in 10  
business days  
April 2020**

**Business Licenses Reviewed in April 2020= 17**

**BUS. LICENSES REVIEWED  
(W/IN 7 BUS. DAYS)**



7

**Temporary Use  
Permits Issued,  
100% on time.  
April 2020**

# Core Service Levels

## Planning/Development Review Core Service Levels

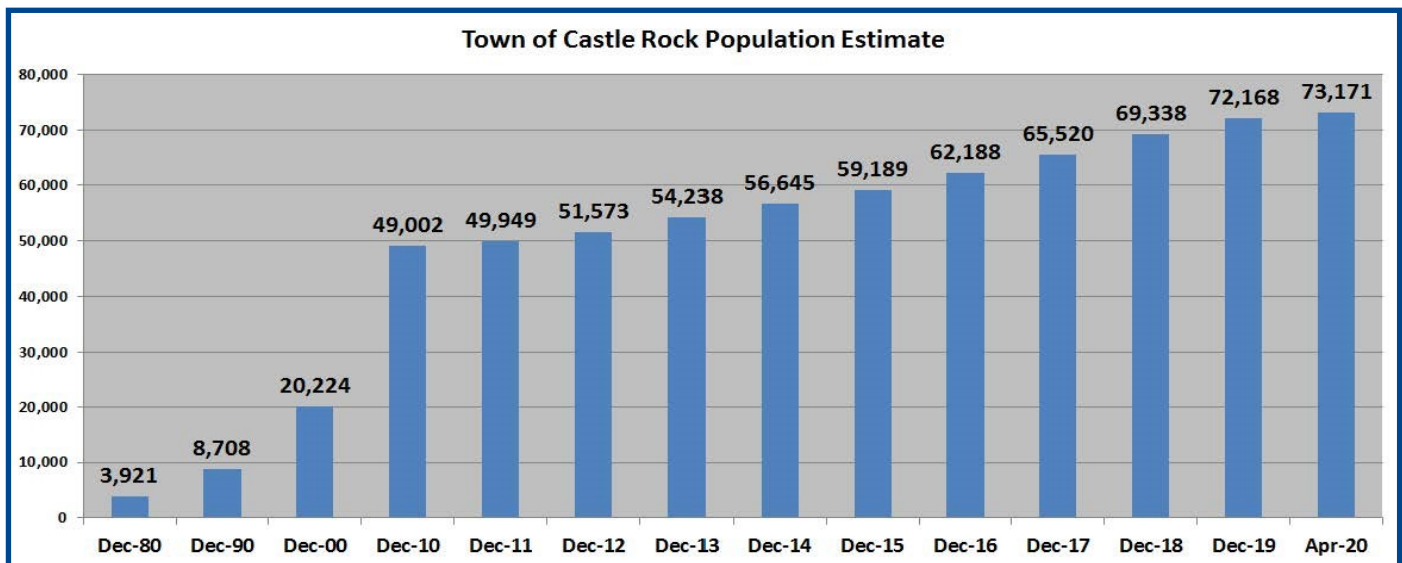
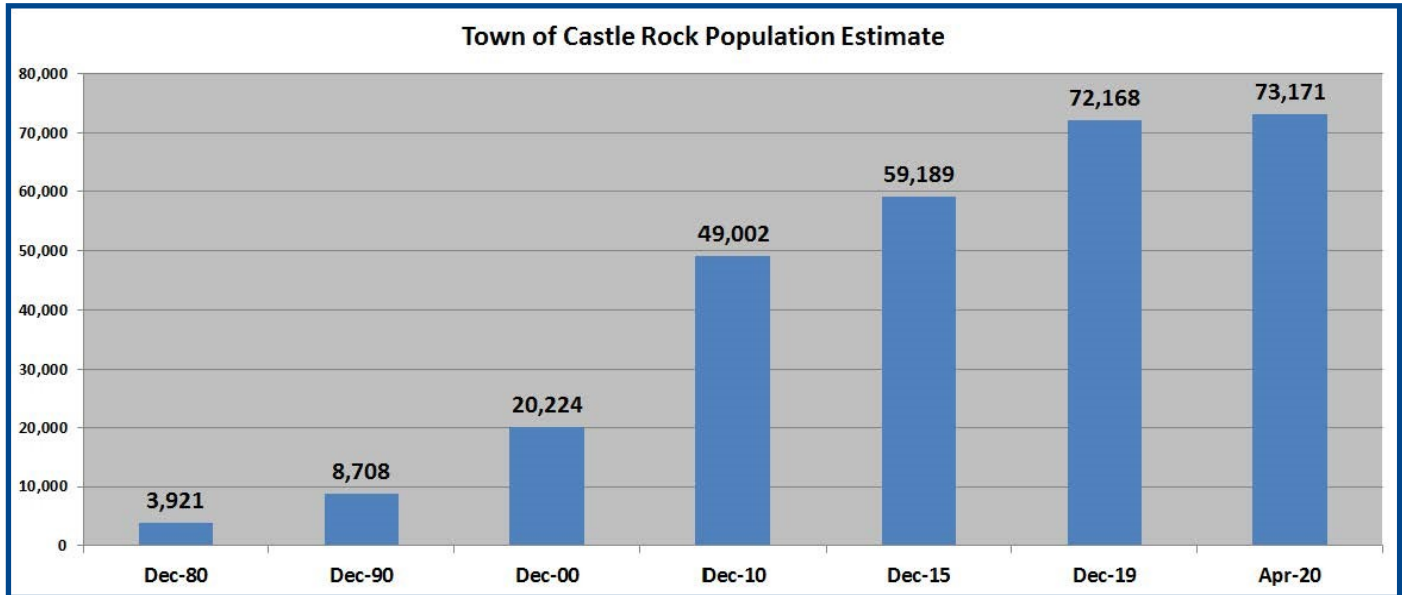
Our Planning team process numerous submittal each month, and each submittal can have several rounds of staff review to ensure compliance with Town code and technical criteria. We report monthly on the total number of reviews, the timeliness of these reviews, and the accumulative total for the year compared to previous years.

Planning/Development Review Timelines		
April 2020	On Time	Late
1st Review	51	0
2nd Review	24	0
3rd + Review	18	0





# Population Estimate



## We would like to hear from you!

Do you have any questions on development in your area? Have any questions related to a building permit? Have questions about your setbacks or allowed uses on a property? Please email or call our staff anytime with your questions or feedback. Thank you for being a part of our community!

For Zoning questions, please email [Zoning@crgov.com](mailto:Zoning@crgov.com)

For Planning questions, please email [Planning@crgov.com](mailto:Planning@crgov.com)

To view Building Information online, please visit [crgov.com/building](http://crgov.com/building)

To view Public Notices, please visit [crgov.com/publicnotices](http://crgov.com/publicnotices)