

October  
2021

(reporting on September)

# 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:

Development activity is occurring in most areas of Town. You may have driven by a "vacant" looking field, or saw a yellow "Public Hearing" sign, or a building under construction, and wondered "what is planned for that land?" Here at the Town, we are constantly working to improve our communication to the community on what is happening around Town. Our [Development Activity Map](#) is a great place to find out more information on active projects. The main "Development Projects" tab lists all current projects under review, as well as all projects approved or closed in the past 2 years. This map now has a new tab for "Undeveloped Properties" – that's a great place to find out what this "vacant" land may be in the future. In addition, we have a webpage dedicated to [Public Notices](#), which you can also subscribe to, so you will always know what those yellow "Public Hearing" signs are for. And of course, you can always call our Planning department (303-660-1393) if you have question on what is planned for, under review or being built near you.



Tara Vargish, PE  
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:*



## Jeremy Martinez, Combination Building Inspector

Jeremy Martinez is a Combination Building Inspector with Development Services. As a building inspector, he spends his day inspecting new homes, basement finishes, remodels and commercial electrical installations to ensure they are built to the current code standards. He is a master electrician with 20 years of experience. He has worked on several commercial electrical projects including the Town of Castle Rock Town Hall expansion, Boondocks in Parker and the Broncos team room expansion in Dove Valley.

Jeremy and his wife moved to Colorado from New Mexico in 2012 and settled in Castle Rock in 2019. He has been employed with the Town for about a year and a half.

In his free time, Jeremy enjoys going camping with his wife and kids, fishing and racing his dirt bike with Colorado off-road championship series.



# Employee Recognition

## Employee Work Anniversaries

Congratulations to 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.

**3 Years**



Dena Paulin  
*Plan Review Project*

**5 Years**



Rob Dana  
*Combination Building  
Inspector*

**6 Years**



Sharon Chavez  
*Senior Office Assistant*

**15 Years**



Keith Johnston  
*Development Review*

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## Camden Bender, Community Outreach Program Manager



In September, we were proud to welcome Camden Bender to the Development Services team. Camden comes to us from the private sector where he worked with municipalities, regional community groups, and statewide transportation agencies on program communications and public/stakeholder outreach. He is originally from the Kansas City Metro, but has lived in Castle Rock for the last two years. His wife works for the Douglas County School District as an elementary school teacher. They have a golden retriever, Moose, and love hiking around Castle Rock and throughout Colorado.

***Welcome, Camden!***

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## ***Congratulations, Jeremy!***



Combination Building Inspector Jeremy Martinez passed his International Code Council Residential Building Inspector exam. Jeremy has earned all of his certifications to qualify as an ICC Residential Combination Building Inspector!



# Employee Recognition

## Ben Christensen, Development Services Technician



Recently Ben Christensen sent along the Certificate of Occupancy to the President of a local construction company. He received an email in return:

*“AWESOME, thanks for all the help Ben!”*

## Town Employees Volunteering in our Community!

Colorado Chapter of the International Code Council and Town of Castle Rock Building Division employees (Amy Shalz, Andy Blake, Bobby Spicher and Joseph Montoya) volunteer for a great cause helping maintain Wilderness on Wheels. Wilderness on Wheels is all about Providing **ACCESS TO NATURE** for people of all abilities, their families, friends and caregivers for over 30 years. The one-mile boardwalk rises to 9,000 feet and allows everyone - young and old, individuals and groups - to roll and stroll through the beautiful Colorado mountains. Spend a day with friends and family fishing and grilling and then stay the night in a cabin or campsite.



# Employee Recognition

**October 2021 has been dedicated to  
Colorado Code Enforcement Officials**



*WHEREAS, Colorado Code Enforcement Officials are dedicated, well trained and highly responsible individuals who are committed to improving neighborhoods in the course of their daily duties; and*

*WHEREAS, many dedicated officials provide for the safety, health, and welfare of our citizens through the enforcement of codes and ordinances in the areas of building, zoning, housing and fire safety, among others; and*

*WHEREAS, the Colorado Association of Code Enforcement Officials (CACEO) provides valuable training to enhance the professionalism and consistency of Colorado's Code Enforcement efforts; and*

*WHEREAS, for three decades, the members of the CACEO have been dedicated to working closely with the state of Colorado to serve the people of Colorado; and*

*WHEREAS, officers work together to improve the quality of life in communities across Colorado;*

*THEREFORE, I, Jared Polis, Governor of the State of Colorado, do hereby proclaim October 2021 as*

## **CODE ENFORCEMENT MONTH**

*in the state of Colorado.*



*GIVEN under my hand and the  
Executive Seal of the state of  
Colorado, this first day of  
October, 2021*

A handwritten signature in blue ink that reads "Jared Polis".

*Jared Polis  
Governor*



# 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.

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## **Crystal Valley Ranch**

Phasing design revision for single-family home project, located southwest of Crystal Valley Parkway and Loop Road.

## **Heckendorf Ranch**

Construction documents and erosion control plans for 8,700-square-foot multi-use retail building, located on south side of Crystal Valley Parkway, west of South Plum Creek Boulevard.

## **Lanterns, Montaine**

Early grading construction documents and erosion control plans for the Family Amenity Center, located at Montaine Circle and Burnell Road.

## **Lanterns, Montaine**

Drainage design revision for 164 single-family residential lots located in the east interior of Montaine Circle and southeast portion of property.

## **Maher Ranch**

Replat to combine three lots into two lots for custom home, located at 595 Nova Place.

## **Meadows**

Drainage design revision for 116 single-family attached homes, located on Wolfensberger Road, southwest of the Coachline and Wolfensberger roundabout.

## **Pizza Hut Retail Center**

Utility design revision for a new 6,288-square-foot building to include a revitalized Pizza Hut and additional community retail center, located at 340 South Wilcox Street.

## **Terrain, Upper Sunstone**

Shelter and playground design revision, located east of Ridge Road and north of Enderud Boulevard.

## **The View**

Plat and erosion control documents for mixed-use project, located at 610 Jerry Street.

# 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.

## Douglas County Libraries

Fransen Pitman Construction, on behalf of Douglas County Libraries, has submitted an application for a site development plan (SDP) for a new Castle Rock branch library. The SDP proposes a new two-story 62,000-square-foot library to replace the existing one-story 45,000-square-foot library. The existing library will remain open until the new building is constructed. Once the new building is constructed, the old library building will be demolished and replaced with parking. The project is 3.5 acres in size and located at the southeast corner of Wilcox and Phelps. The SDP will require a public hearing before the Downtown Review Board (DRB) for review and final decision. The project is located within Councilmember LaFleur's district.



Vicinity Map

# Board & Commission Actions

Development Services supports five Boards and 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!



## Historic Preservation Board

The Historic Preservation Board met on September 1st and discussed a recommendation to Town Council that they approve a Downtown Historic Preservation Grant in the amount of \$25,000 to the Douglas Masonic Temple Association. Located at 300 North Wilcox Street, the building is on the National Register of Historic Places and is locally landmarked. The Masons will use the grant to continue restoring the historic building.

The Board approved the recommendation go to Town Council by a vote of 6-0. Town Council will hear the grant application in October.

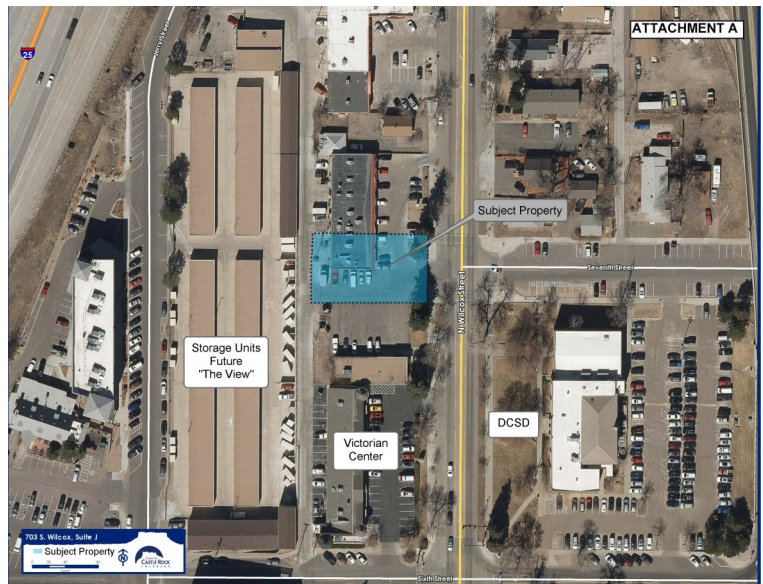
## Design Review Board

On September 8, the Design Review Board held its regularly scheduled meeting. The Board reviewed the following proposal:

### Fulcrum Academy, 703 N. Wilcox Street, Suite J

The business owner of Fulcrum Academy was proposing a new roof sign within the Downtown Overlay District. All proposed roof signs within the Downtown Overlay District must receive approval from the Design Review Board at a public hearing prior to issuance of a sign permit.

The Board approved the sign by a vote of 4-0.



Vicinity Map



# Board & Commission Actions

## Board of Building Appeals

The Board of Building Appeals held their required quarterly meeting on September 13, 2021. The meeting was held in person. Four board members, two staff, and one councilmember were in attendance. There were no business items, however there was general discussion about contractor luncheons, stakeholder meetings and the upcoming building code changes.

## Planning Commission

The Planning Commission held its regularly scheduled meeting on September 23rd. The Commission had one quasi-judicial item on their agenda.

### The Ridge at Crystal Valley

The Commission reviewed a Site Development Plan for the Ridge at Crystal Valley. The Ridge at Crystal Valley is comprised of property within the Crystal Valley Ranch Planned Development, 4th Amendment (Crystal Valley Ranch PD) and the Ridge Estates Planned Development and proposes a residential neighborhood consisting of 142 single-family homes, a new street network and over 28% of open space on a 116-acre property. No members of the public were in attendance at the meeting.



Vicinity Map

The Commission approved the recommendation to the Town Council by a vote of 4-1.

The Commission reviewed a skyline variance for the Ridge at Crystal Valley Site Development Plan, specifically for 25 lots in the moderate skyline area on the western edge of the property.

The Commission approved the skyline variance by a vote of 4-1.

## Cancelled Meetings for August

- Board of Adjustment, September 2
- Planning Commission, September 9
- Design Review Board, September 22

You can learn about all the various Town Boards and Commissions online at <https://www.crgov.com/1937/Boards-and-Commissions>

# Town Council Actions on Land Use Submittals

Town Council considered the following proposals on September 21, 2021.

## StorQuest

An application for annexation and zoning was submitted for four parcels totaling approximately 5.34 acres, located on Liggett Road, south of the State Highway 85 intersection. The applicant proposed to zone the property as General Industrial (I-2), a straight zone district. The permitted uses and development standards for the I-2 zone district are established by the Municipal Code. The applicant proposed redevelopment of a self-storage with RV/Boat storage on the property, which is an allowed use in I-2 zones. The proposal required public hearings with the Planning Commission and Town Council.

Planning Commission considered the annexation and zoning proposal in a public hearing on August 26, 2021 and voted 6 to 0 to recommend approval to Town Council.

Town Council approved the proposal by a vote of 7-0.



Vicinity Map

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



# 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've also added a link in our staff emails, as we are 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!" or see the survey link in our staff email signature line, 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 a local business.

487

Surveys sent out in  
September, plus  
links in all staff  
emails

38

Survey  
responses in  
September

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

**We appreciate the customers that completed the survey! Below are a few comments recognizing some of our valuable employees.**



*"Sean Davin and  
Jon White have  
been very helpful."*



*"Diane and Jon are  
always helpful with any  
issues we have. Always  
get back in a timely  
manner. Great Service!  
Thank you."*



*"Submitting water calcs  
and options was very  
easy and Tina, Kevin,  
and Diane were very  
easy to work with and  
answered all my  
questions."*

*"Diane is very great person to  
work with. I enjoyed talking  
with her regarding permit  
process. Very knowledgeable  
and very nice."*

## Customer Service Updates Continued



*"I worked closely with Tina Close, Dena Paulin, and Julie Kirkpatrick. All three were polite, prompt, and knowledgeable. This was by far the best experience I have had working with a jurisdiction in Colorado."*

*"Yes, Diane, Ben and Chelsia were extremely helpful. Big thanks to them!!!"*



***"I really enjoy working with the staff at Town of Castle Rock. They are very professional, and knowledgeable."***

***"It is always satisfying to know that each time I have a question or need help. I can rely on the office or field staff to help. Castle Rock is one of the limited municipalities that this occurs!"***

***"You guys have been awesome at answering my questions. As a handy homeowner who wants to pass my inspections the first try, you've been very helpful. Thanks!"***

*"Thank you to all that have helped. It has been quick and easy with the help you receive and the timely manner in which it is done. I've had thirteen different counties in the last couple of weeks and I would have to say y'all are the best! Thanks Again."  
Christopher S.*

*"Really happy with the process. I work in New Home Construction professionally but have never permitted something for my own home. Excited to work with the city next on my basement. Easy, straightforward, concise on the dashboard."*

*"Out of all of the jurisdictions I have ever worked in Castle Rock Building Dept is by far the most top notch jurisdiction out of all of them! Thank you for all you do!"*

**Thank you all for providing excellent customer service!**



# Customer Service Updates

## 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,



*Joseph Montoya  
Chief Building Official*

Development Services, Building Division held a Contractor Luncheon Meeting on September 15. The following items were discussed:

- Stakeholders meetings
- Construction working hours
- Town Ordinance
  - ♦ Trash on job sites
  - ♦ Sidewalks and ROW
- Development Services technician update
  - ♦ Picking up building cards
- Castle Rock Water update
- Open discussion was led by Joseph Montoya, Chief Building Official

### Next Contractor Luncheon:

**Wednesday, October 20, 2021**  
**Philip S. Miller Park**  
**Mill House**

**11:30 a.m.—1:30 p.m.**

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

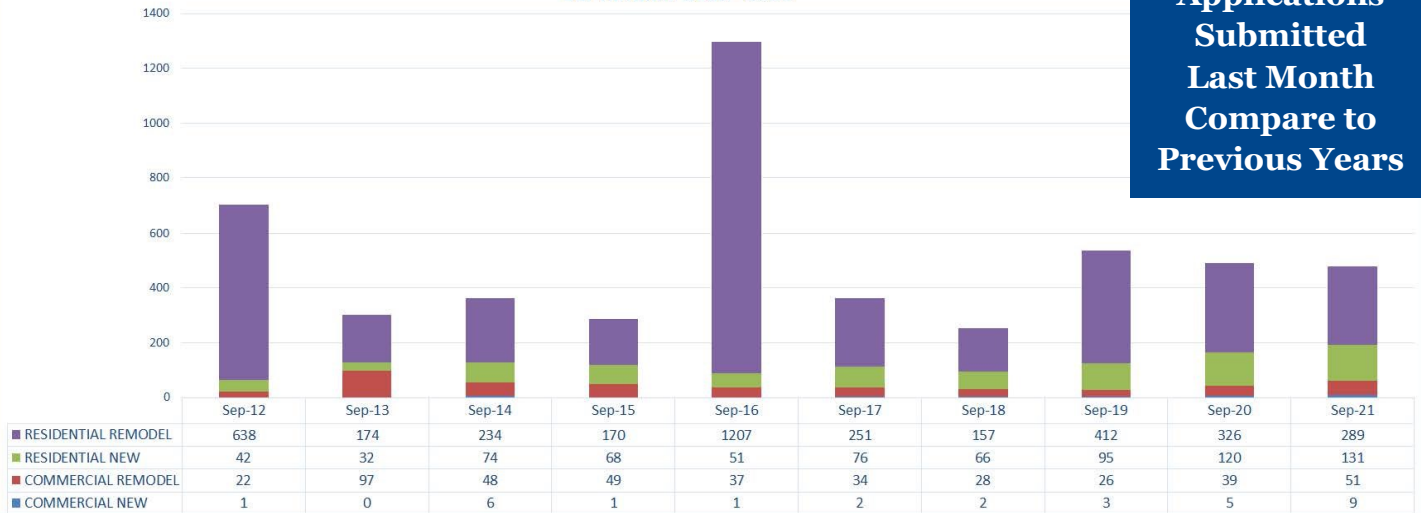
# Core Service Levels

## 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 conducts 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 some of the work we do.

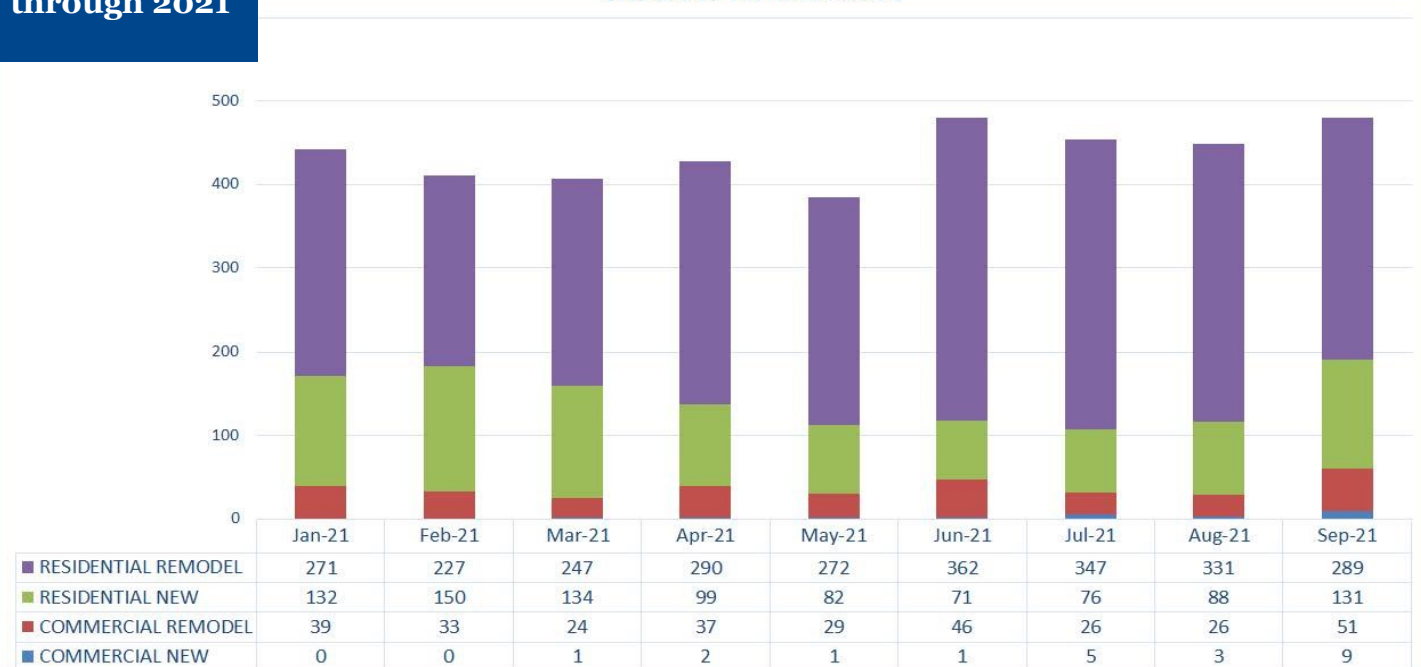
**How  
Building Permit  
Applications  
Submitted  
Last Month  
Compare to  
Previous Years**

**BUILDING PERMIT APPLICATIONS RECEIVED  
SEPTEMBER 2012 - 2021**



**Building  
Permit  
Applications  
through 2021**

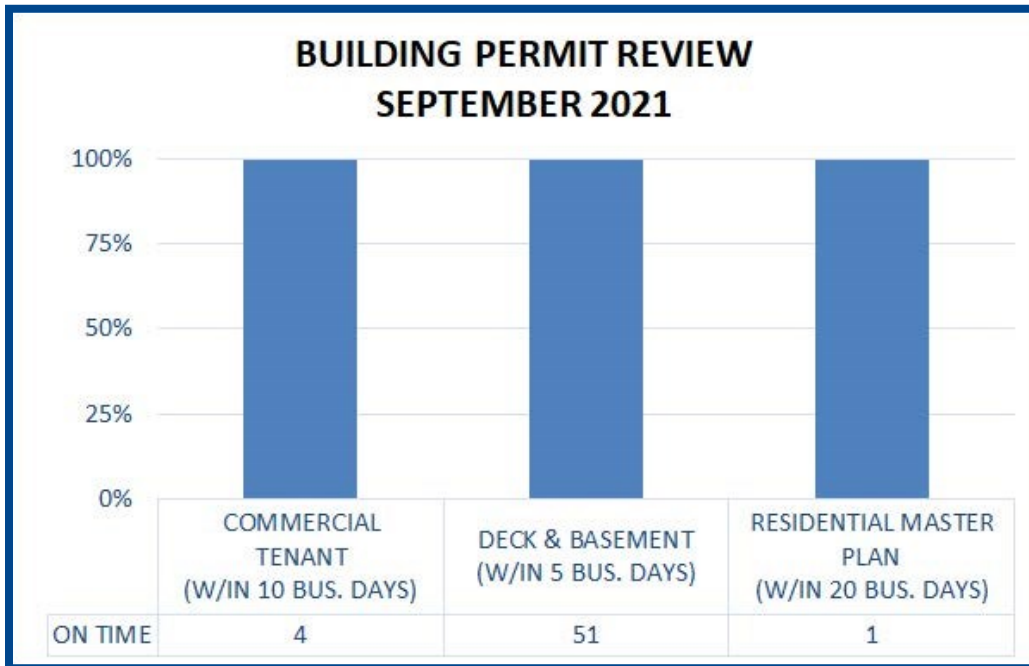
**BUILDING PERMIT APPLICATIONS RECEIVED  
THRU SEPTEMBER 2021**





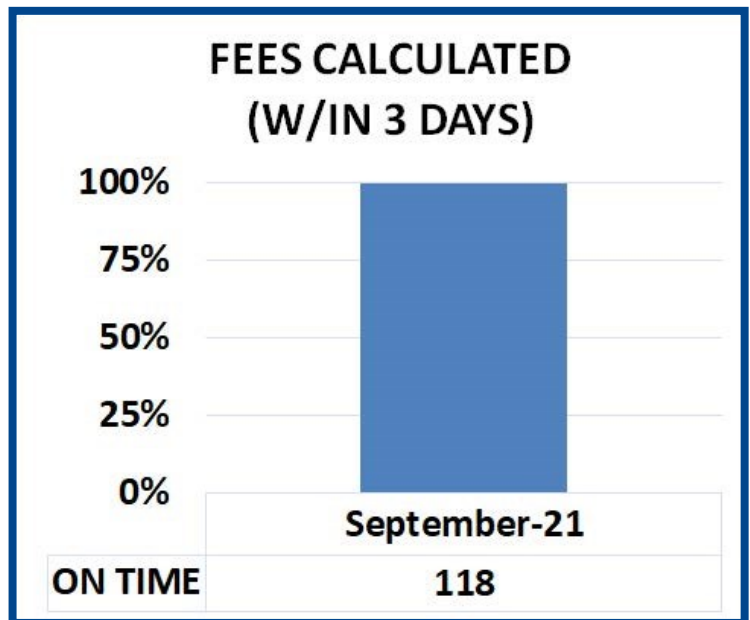
# Core Service Levels

## Building Division Core Service Levels continued:



**Building  
Permit  
Reviews**

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



**2,796**  
**Total Inspections  
Completed in  
September, 100% on  
time w/in 24 hours**

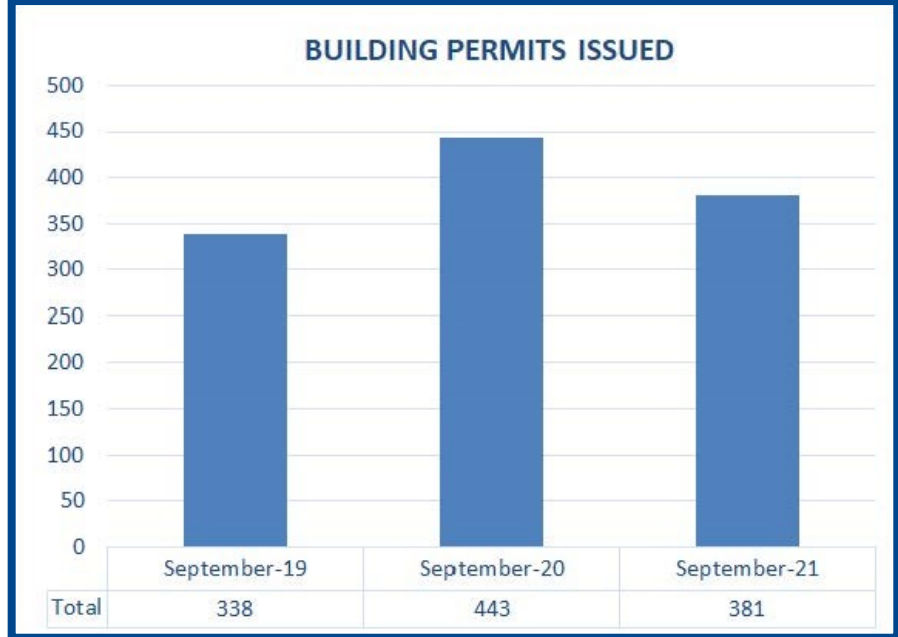
# Core Service Levels

## Building Division Core Service Levels continued:

Total Building Permits issued each month are a reflection of the volume of construction going on in our community. Permits are required for a range of items, from retaining walls and decks, tenant improvement or home renovation projects, to new construction of residential homes and businesses.

Building permit issuance does vary throughout the year, seasonally, so we compare the current year's monthly totals to past years.

### Total Building Permits issued in September = 381



## Monthly Residential Permit Activity

There were 104 single-family permits this month, showing a 17% increase over September of last year. 2021 year-to-date residential permits are at 932 single-family (attached and detached), and 238 multifamily, for a total of 1,170 new residential homes or units. The residential permit activity in September was primarily on the east (Terrain) and southeast (Crystal Valley Ranch/Montaine) areas of Town. Commercial permits year-to-date are 56, up 33% from this time last year.

MONTH COMPARISON	NEW RESIDENTIAL (SFD & SFA UNITS)	NEW MULTI-FAMILY	COMBINED NEW RESIDENTIAL (SFD, SFA, MF # OF UNITS)	NEW COMM
5 YEAR AVG SEPTEMBER	62	50	112	6
Sep-20	89	0	89	5
Sep-21	104	0	104	5
% CHANGE	17%	N/A	17%	0%
YTD COMPARISON	NEW RESIDENTIAL (SFD & SFA UNITS)	NEW MULTI-FAMILY	COMBINED NEW RESIDENTIAL (SFD, SFA, MF # OF UNITS)	NEW COMM
5 YR AVG THRU SEPTEMBER	706	249	955	53
Sep-20	747	240	987	42
Sep-21	932	238	1,170	56
% CHANGE	25%	-1%	19%	33%
% to 5 year	32%	-4%	23%	6%

104

September 2021  
Combined New  
Residential  
Permits

# 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). Staff reviews all business licenses, temporary use permits (TUP's), and sign permits for zoning

52

Code Complaint  
Response in  
September 100%  
on time w/in 2 Days.

September 2021

100%  
On Time

Sign Complaint Response  
w/in 24 hours

1

Signs Removed from ROW  
w/in 7 business days

73

Sign Permit Reviewed  
w/in 14 business days

15

Site Visits  
w/in 5 business days

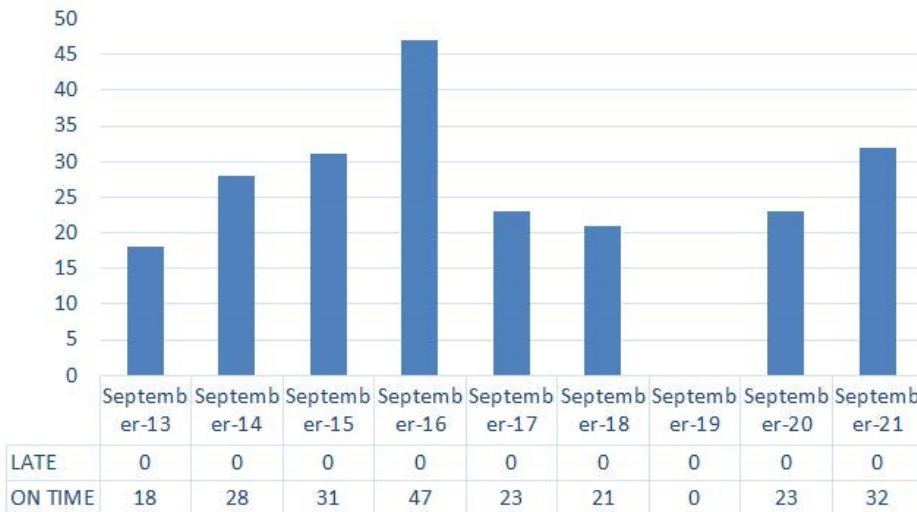
102

20

Notices of  
Violation sent  
w/in 10  
business days  
September 2021

Business Licenses Reviewed in September 2021= 32

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



5

Temporary Use  
Permits Issued,  
100% on time.  
September 2021

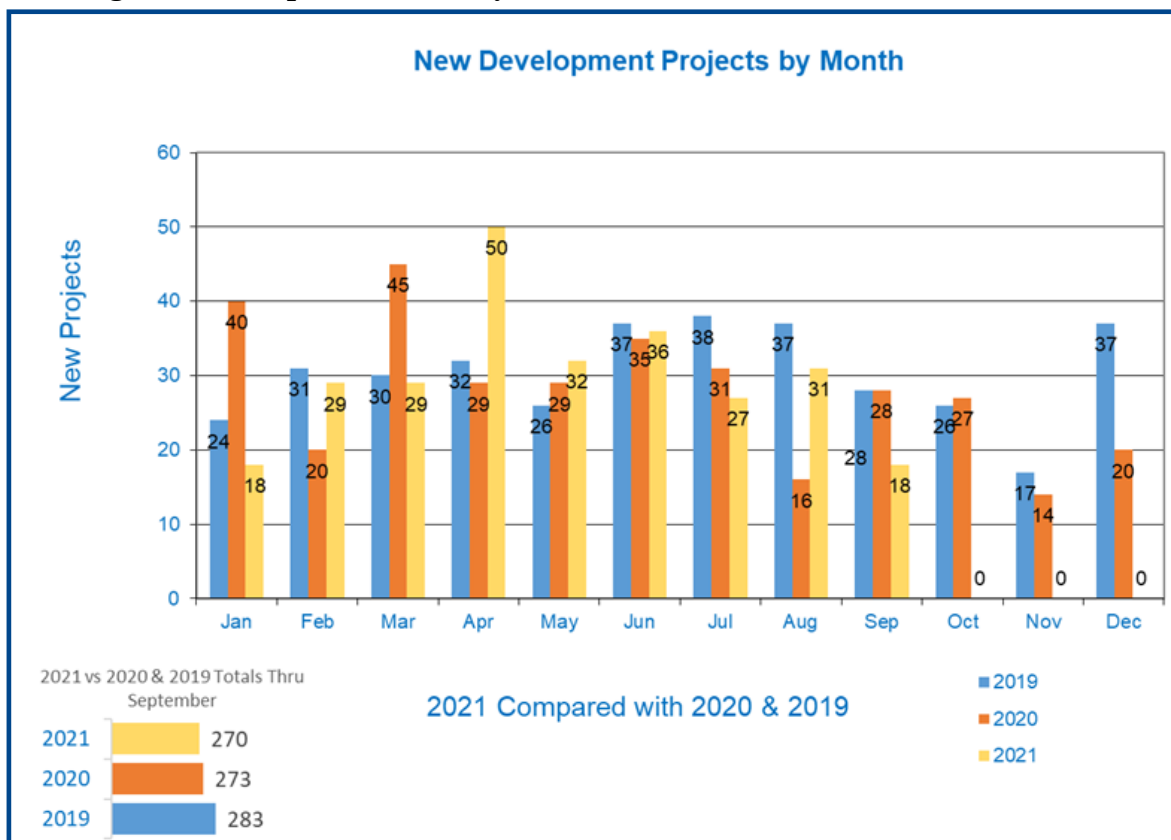


# Core Service Levels

## Planning/Development Review Core Service Levels

Our Planning and Development Review teams process numerous submittals each month. These core service levels are reported for all land use projects, including those that go through public hearings, and those that are under administrative review.

Each month the team receives new land use applications. Application types included in the numbers below are for all types of application, including site development plans, rezoning/planned development plans, use by special reviews, construction documents, platting or modify a plat, erosion control plans, easement agreements, historic preservation applications, field change orders, and technical criteria variances. The current months new project submittals are listed below, along with a comparison to last year:



Each application often goes through multiple rounds of staff review to ensure compliance with Town codes and design 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		
September 2021	On Time	Late
1st Review	44	0
2nd Review	21	0
3rd + Review	11	0

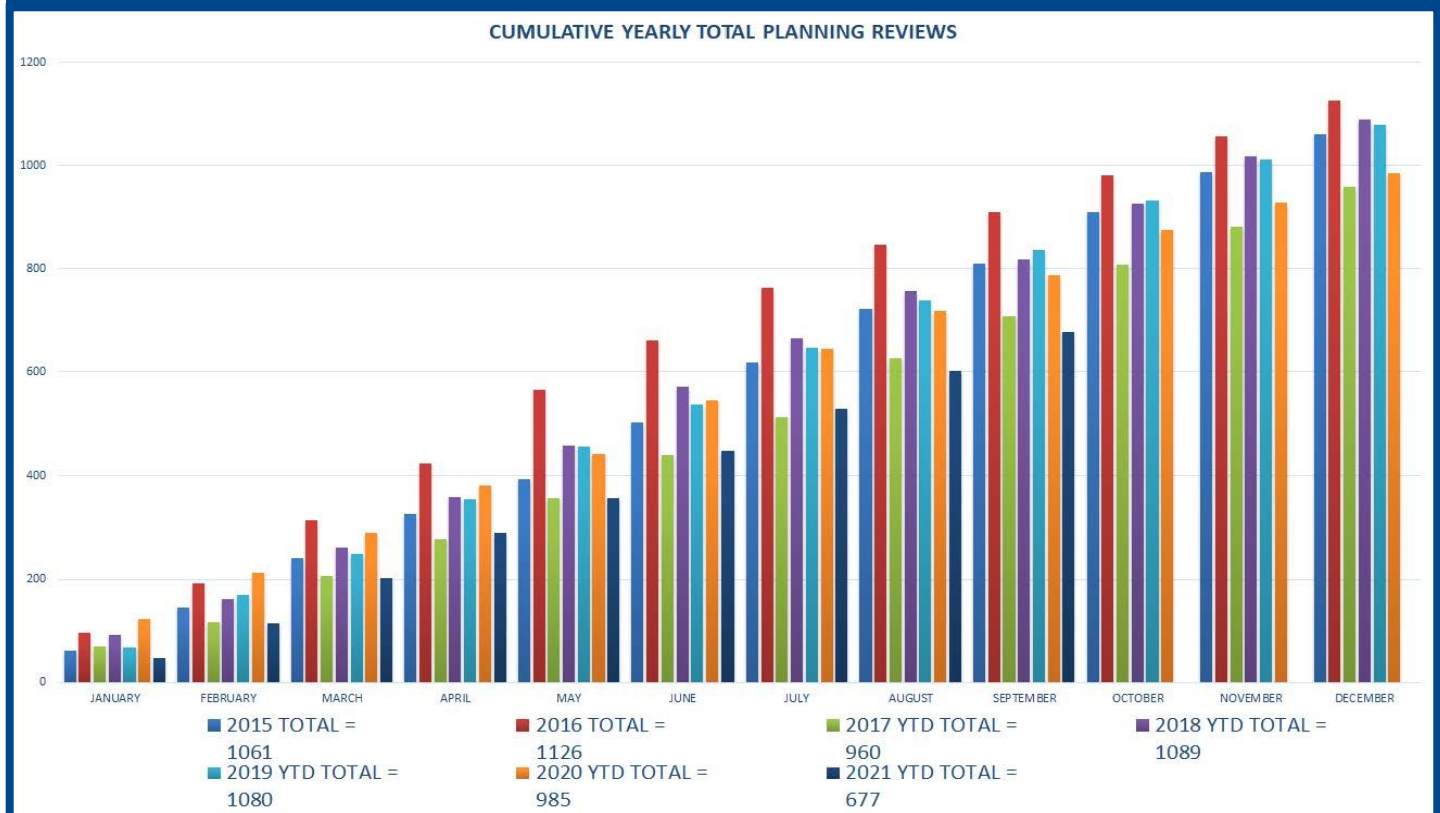
# Core Service Levels

## Planning/Development Review Core Service Levels continued:

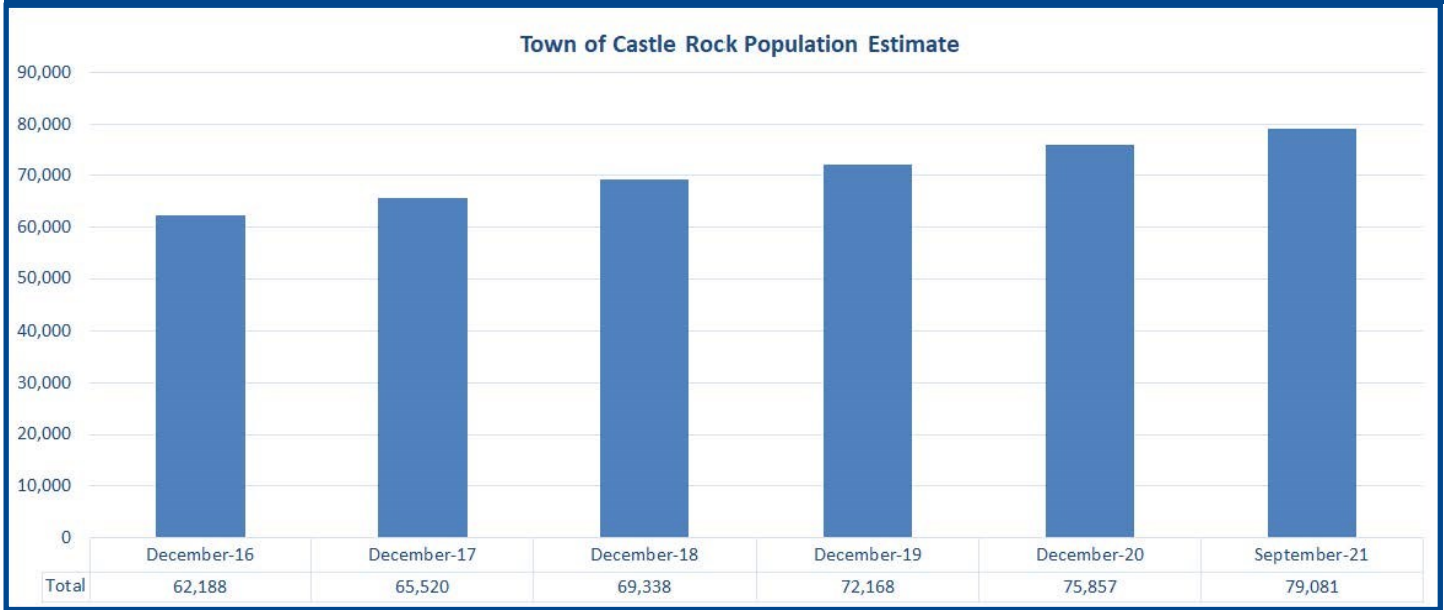
These two charts show the current months total number of land use project reviews compared to the same month in previous years, as well as the cumulative yearly total for planning/development reviews.



## CUMULATIVE YEARLY TOTAL PLANNING/DEVELOPMENT REVIEWS



# Population Estimate



Castle Rock continues to be a desirable community to live in, and it's no wonder with our rich heritage, wide array of family-friendly and recreations activities, great neighborhoods, and stunning views of the mountains. A vibrant downtown, destination shopping, primary employment, higher education and our full-service hospital are just some of the amenities our community has to offer. Castle Rock is consistently rated as one of the top communities to live in. It's no wonder folks move here to call it home!

## Get monthly Development Highlights in your inbox each month:

Would you like to stay informed about development projects in the Town of Castle Rock? Our monthly Development Highlights newsletter is a resource to keep residents and business owners up-to-date on current and proposed development projects throughout the community.

The newsletter will be delivered to subscribers via email. To subscribe, visit [CRgov.com/NotifyMe](https://CRgov.com/NotifyMe) then select the envelope icon next to Development Highlights newsletter. Or, visit [CRgov.com/DevelopmentActivity](https://CRgov.com/DevelopmentActivity) to view issues of the newsletter.



## 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](https://crgov.com/building)

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

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