# Table of Contents

**SECTION 1**  
Welcome to the City of Denison .............................................................. 3

**SECTION 2**  
Department and Applicant Responsibilities and Expectations ............... 5

**SECTION 3**  
Getting Started: One Stop Development Center ....................................... 7

**SECTION 4**  
Purpose of Project Reviews .................................................................... 9

**SECTION 5**  
General Process Overview ...................................................................... 11

**SECTION 6**  
Project Review Policies ........................................................................ 17

**SECTION 7**  
Permit and Service Delivery Performance Standards ............................... 21

**SECTION 8**  
Standard Procedures for Project Reviews ............................................... 35

**SECTION 9**  
Digital Service Platforms ...................................................................... 49
Thank you for your interest and investment in our city.

Denison—Moving Forward. Kicking Back—describes succinctly what makes Denison a special place to accommodate change that is in character with our community, a distinctive approach for North Texas. Healthy cities are typically dynamic while retaining elements of their historic, individual character.

As the robust, global economy of the Dallas-Fort Worth Metroplex continues to attract population and business growth, its substantial, ongoing northward development presents new opportunities and challenges for Denison. This growth is facilitated by the US Highway 75 link between the two areas and potential extension of the Dallas North Tollway; transportation enables mobility, which provides access to opportunity. To ensure Denison receives the benefits of growth and change occurring now and in the future while preserving its unique character, the Community and Development Services Department has prepared this Permit and Service Delivery Guide for a structured and transparent land use review process.

The Community and Development Services Department is committed to planning, improving, and maintaining the quality of life for current and future residents of Denison. The Department works toward the goals and vision laid out by the City Council, the City of Denison Comprehensive Plan, and the City Code of Ordinances. The Department helps cultivate economic development for the good of the entire community. It leads the land use review, land development engineering and building safety processes. The two lead divisions of the Department for these processes are Planning and Zoning and Building Permitting and Inspection.

The Community and Development Services Department, along with our partner departments and agencies in project reviews, are interested in assisting you to succeed in a manner that maintains or enhances the quality of life in Denison, within the context of our policy, regulatory and political framework. Your assigned project staff point of contact is available to assist you through the process. We welcome you to Denison.
Department and Applicant Responsibilities and Expectations

City Vision and Service Delivery Philosophy
The City’s 2018 Comprehensive Plan vision states, “Denison will retain its hometown feel and historic character, improving its neighborhoods and downtown, while attracting new businesses, residents and visitors through a great quality of life.” This vision statement is also a guiding principle for how the Department approaches service delivery. The Department adheres to the vision and reinforces it daily. The Department provides services to applicants, along with assisting the public in understanding and engaging in project reviews to provide community input. Therefore, staff assigned to an application serves as the single point of contact and comprehensive project manager. Staff are expected to keep applicants informed about project status and check in with applicants periodically when the City is awaiting a response or resubmittal. Staff will respond to phone calls and emails within one business day.

Quality Projects Expected
The Department will assist applicants in identifying the elements that could lead to a successful, quality project. Staff will be proactive in anticipating issues and identifying potential solutions as part of the effort to promote and facilitate quality projects. The Department values the input from other departments and outside agencies, and will collaborate to incorporate associated review comments and work together to reconcile issues across disciplines. The Department is strongly focused on facilitating quality projects.

Embrace Community Input
Denison is an engaged community, protective of its quality of life. Applicants should embrace the role of the community in providing input on projects and allocate resources to do so. The City recognizes that sometimes it is not possible to satisfy everyone providing input. However, it is expected that applicants respect and thoughtfully respond to community input, which should be done in consultation with staff to ensure consistency with the City’s policy and regulatory framework.
SECTION 2

Review Timelines are Collaborative
The Department understands that applicants invest significant time and resources in preparing an application and responding to City reviews. Because the applicant creates the project, the City can nearly always process its side of the project review timeline faster than the applicant since the City’s role as reviewer is simpler. **The timelines described in the service level review categories later in this document assume the applicant will generally take about twice as long as the City during the review process.**

An applicant may move faster or slower; the **City’s review times will remain the same.** The performance standards for meeting project timelines apply to applicants. To achieve a decision in the timeframes described, deadlines must be met and responsive submittals provided to the City. Quality projects that are respectful of the community and its policy and regulatory framework move faster through the review process. Therefore, the applicant does have control over its side of the project review timeline.

Solve Problems Together
Staff are to seek supervisor or management involvement as soon as it becomes apparent that a problem needs additional support to be resolved. Applicants should follow the department’s organizational hierarchy when working to resolve issues. First, seek to resolve the issue with staff. If necessary, request the staff’s supervisor to attend a meeting. When an impasse is apparent, please contact the Director. Sometimes a meeting can be much more productive than a series of emails.
The Department operates several workgroups, which are designed to meet the needs of diverse projects. The One Stop Development Center is the starting point for applicants as they get ready to submit for project review. It is also where the community goes to get information about projects in their neighborhood, and anything else of interest. The One Stop Development Center operates the public counter, along with general email and telephone inquiries on all matters prior to a project being assigned to staff.

**Beginning the Application Process**

Applicants first must contact the One Stop Development Center to begin the application process. For simple projects this may merely involve submitting the application. All discretionary project applications and certain other permit applications may only be submitted by appointment. Scheduling may be done at the counter, via phone or email at 903-465-2720 and planning@cityofdenison.com or permits@cityofdenison.com.

When it has been determined that a proposed application requires submittal by appointment, a pre-application meeting must first be held. The purpose of the pre-application meeting is to assist an applicant in preparing a complete application, which streamlines the review process later. Pre-application materials need not be fully completed, but must be of sufficient detail and placeholders identified to facilitate a productive pre-application meeting.

Denison offers the Development Review Team (DRT), a free interdisciplinary team meeting to preliminarily provide feedback on projects. For more complex projects, such as discretionary permits, an initial consultation can save significant time and costs, as staff can identify likely issues and set the project down the right path for review. Only after the proposed application has been vetted through the pre-application meeting will a project be eligible for the DRT, upon recommendation of the Director.
The City of Denison plans and regulates the use of land to protect the public health, safety and general welfare; ensure projects consider community design character; promote economic development; provide limited protection for investments in private property; and plan for public infrastructure. The state allows the City to have a Comprehensive Plan, which expresses the community’s goals and policies for land use. In essence, the Comprehensive Plan is an expression of the City’s vision for how it will develop, shown visually in its land use map. From the Comprehensive Plan comes various regulations to implement it, including a zoning map, zoning code, and subdivision code. Existing area- or site-specific regulations may also apply to a property, such as a Planned Development (PD). Because the use of land is regulated, the City must review all projects against this policy and regulatory framework.

**Discretionary Review Process**

The discretionary review process applies to all projects requiring a discretionary action, including legislative decisions and discretionary permits. Discretionary refers to projects that involve a level of judgment and discretion by the decision-maker in taking action to approve, approve with conditions or deny a project, with findings. Depending on the level of review, a decision-maker on a discretionary project is the Planning Director, Planning and Zoning Commission or City Council. Generally, projects are acted upon by the Planning Director or the Planning and Zoning Commission, while a few projects are decided upon by the City Council, either because the project involves a legislative or policy action, or occasionally because a project is appealed.

**Staff/Ministerial Review Process**

The staff/ministerial review process applies to projects that require little to no discretion in making a decision, which in essence involve checking that a
project complies with specific regulatory standards. These are typically civil engineering plans and building permits that are issued soon or long after legislative or discretionary actions have occurred entitling a project to be built. These permits are issued by staff and are intended to ensure compliance with adopted regulations and approved discretionary entitlements. An important part of the staff/ministerial review process is to ensure public health, safety and welfare through application of adopted international codes, along with engineering standards.
There are two basic categories of permitting. Both are based on how a decision is made. The simplest process involves permits that are solely decided upon by staff and involve checking for compliance with adopted rules and plans. This is known as a ministerial or staff review process. The other category involves a mix of clear rules and broad criteria. These types of projects involve judgment being exercised by the decision-maker and are therefore known as discretionary projects. This category also includes legislative actions, which allow for a broader range of discretion. Relatively simple, non-legislative discretionary actions are delegated to staff to act as the decision-maker. This chapter outlines the general process for both categories of projects. The chapter that follows sets forth the eight specific processes for the different types of permit and service requests within these two categories.

**Staff/Ministerial Project Review**

**Process Overview**

**Introduction**

A process has been established for guiding projects through staff/ministerial review, generally involving building permit applications and civil plan applications. This process includes five basic steps:

1. Review Application Materials and Guidance
2. Application Submittal
3. Plan Check
4. Permit Issuance
5. Inspections

A staff member is assigned to conduct the plan check review. After approval is given, a different staff member may conduct inspections for compliance with the approved construction or civil plans.
Review Application Materials and Guidance

An applicant should closely review the pertinent materials, such as forms and guidance, that are available on the City’s website. Applicants should be familiar with applicable codes, such as the adopted International Codes, engineering standards and zoning, along with entitlement plan documents and subdivision plats specific to a project. After doing this due diligence, the application can be thoroughly prepared, minimizing review comments and cycle reviews.

Application Submittal

Applications should generally be submitted online by an authorized and qualified applicant. For building permits, use the Building Permitting and Inspection Division’s online permitting application. For subdivision plats that are not subject to discretionary review and civil plans, submit through the Planning and Zoning Division. Contact staff when online submittal is not available and if it is necessary to submit at the counter. The materials are initially reviewed to determine if the quality and completeness is sufficient to begin the next step. Therefore, if all the required application materials are not provided when submitted or the quality of the materials is inadequate for conducting a review, the application may be rejected and not taken in by staff. Required review fees must be paid at time of application.
Plan Check
If staff has determined the application materials to be of sufficient quality and completeness to accept, then a file is created. At this point, staff is assigned. Staff reviews the plans against the applicable codes and plans. Comments may be provided as a “redline” of the plans, a cycle review letter, or both, depending on the type of plans reviewed. More than one department/division may review the plans, depending on the type of application. The City will consolidate review comments received from multiple reviewers.

Permit Issuance
Staff will contact an applicant when the permit is ready to be issued or civil plans are approved. All other fees must be paid to obtain the permit or authorization to begin work.

Inspections
Inspections are required at certain points in the construction process, depending on the type of project. Visit the Building Permitting and Inspection Division’s webpage to request an inspection in advance for building permits and the Public Works’ webpage for instructions when needing a grading or civil plan-related inspection. A final inspection provides approval. For projects with public improvements, a bond and subsequent acceptance of the improvements may be required.

Discretionary Project Review Overview
Introduction
A process has been established for guiding projects through discretionary review. The process includes five basic steps:
A project planner is assigned to manage a project through the process and will be the single point of contact. The project planner facilitates the review, but does not represent the interests of the applicant. This is a general overview and not an all-encompassing description of all that may be involved in an individual project.

**Pre-Application Conference**

The purpose of a pre-application conference with staff is to provide an opportunity to review the project with City staff in a preliminary form to finalize submittal requirements and receive a cursory identification of potential issues with the project. Moreover, early feedback can save an applicant significant time and cost. A pre-application is required for all complex projects that require more evaluation than can be accomplished by the One Stop Development Center.

If appropriate, as determined by the Director, a DRT meeting is scheduled and will generally include an interdisciplinary team of City staff. The DRT review can provide substantive comments to move the project toward a formal application submittal. It should be held about 30 days prior to the anticipated submittal date to allow time to subsequently finalize application materials. There is no fee for this meeting. Benefits include increasing the likelihood that an application will be deemed complete following submittal and assuring that consultants prepare only the necessary application materials. These benefits reduce overall processing time and costs.

**Application Submittal**

To submit an application, it must be done by appointment scheduled in advance for all Level 3 (see page 21) and higher project reviews. The materials are initially reviewed to determine if the quality and completeness is sufficient to begin the next step. Therefore, if all the required application materials are not provided when submitted or the quality of the materials is inadequate for conducting a review, the application may be rejected and not taken in by staff.
STEP 3  **Staff and Agency Review**

If staff has determined the application materials to be of sufficient quality and detail to accept, then a file is created. At this point, a project planner is assigned. A letter is sent notifying the applicant (an applicant is the project proponent, not its consultant) that the City acknowledges receiving the application and assigned a project planner to it. The project planner will also make a telephone call to the applicant. The application is then prepared to be referred out to other City departments and outside agencies for review.

During the referral period, the project planner conducts a review of the project against City policies and regulations. Referral comments are consolidated and conflicting comments needing to be reconciled are flagged for resolution. During this first review, the project planner makes a determination for whether the project can move forward or additional items to be addressed or discussed.

This comprehensive staff review is consolidated into a cycle review letter. The purpose is to identify all the issues to address with the project to move it toward a decision. If the project is deemed incomplete, a letter is sent noting the deficiencies along with courtesy review comments. The applicant must attend a meeting with the project planner to review the comments prior to making a resubmittal. A response letter to the comments from the applicant is required to be provided with the resubmittal. Occasionally, the cycle review letter may note that a subsequent submittal is not necessary for simple projects with few issues—the project application is complete and ready for the decision-maker. The initial cycle review letter for a project that is deemed complete will include an approximate project timeline.

STEP 4  **Public Hearing or Administrative Decision**

Following the staff and agency review process, the project is scheduled for a public hearing or administrative decision, as applicable. Public notice is prepared by staff for public hearings (Level 3 and higher), if required. A notice of decision, staff report and resolution and/or ordinance, as applicable, are prepared. The applicant has no role or input in the preparation of these documents. However, the applicant may be asked to provide images for the PowerPoint presentation for Planning and Zoning Commission and City Council hearings. It is strongly recommended that the applicant and/or representative appear at the Planning and Zoning Commission and City Council hearings, as applicable. Applicants are encouraged to attend the public comment meeting (Administrative Hearing), if one is required for the project. Depending on the project and review level, certain appeal periods apply. The Planning and Zoning
Commission or City Council may continue the project to a later meeting date, if a representative is not available to answer questions. For Level 4 reviews, the Planning and Zoning Commission will hear the request along with the staff recommendation and any public testimony. It will then make a decision to approve with conditions or deny the request. If the requested permit or action requires approval of the City Council—processed as a Level 5 review—the Planning and Zoning Commission will make a recommendation to the City Council to approve, approve with conditions or deny the request. The item will then be forwarded to the City Council for final action.

**Follow-Up**

Once the discretionary review process has concluded with an approval or conditional approval, the project can be implemented, but additional follow-up activities are needed. The applicant must submit revised plans for staff review that address the conditions of approval. These may include a final plat, civil engineering plans and/or building permits. Staff will clean out the file and retain documents per state law and the City’s Records Retention Policy—once following approval and again after final inspections, if the project is implemented. Please note that most approvals have an expiration date if not legally exercised within a certain time period.
Complete Submittals Required

Staff may completely reject an initial application or resubmittal that does not include the required materials. The Department will not store any part of the package being re/submitted. Applicants are responsible for managing their project teams and providing complete materials. Applicants with discretionary projects may only submit the initial application and subsequent resubmittals by appointment. All required materials in the re/submittal package must be present at submission. Complete submittals are necessary to enable a thorough review, use resources effectively and minimize unforeseen issues further into the review process. Timely review and approval depends on the quality of application materials and adherence to requirements. These requirements are based upon laws and regulations. Checklists are available to support preparing a complete and quality application.

Deeming Projects Complete

An application for a project that includes all required materials, which are in sufficient condition to utilize for review, will be deemed complete. A project will be deemed complete, even if issues may remain, including compliance with standards or ongoing negotiation for level of project quality.

When a Project is “Filed”

A project must be determined as officially filed to be scheduled for a decision-maker. This step may occur when all pre-requisite materials and reviews have been concluded. A schedule with deadlines corresponding to Planning and Zoning Commission meetings is maintained by the Department for this purpose. These deadlines also apply to projects for which the Planning Director
is the decision-maker. State law requirements necessitate this approach. An applicant will be informed in writing when the project is deemed officially filed and the decision-maker’s review date.

**Maximum Review Cycles**

A maximum of three cycle reviews are allowed. The third review cycle is intended for minor cleanups. Once a project has concluded the maximum cycle reviews, it is forwarded to the decision-maker with a recommendation from staff.

No more than two of the initial review cycles may be deemed incomplete. If a project is deemed incomplete a second time, a meeting between staff, supervisor and applicant is required. If the resubmittal for the third cycle review is determined to be incomplete at intake or during review, the review is halted and forwarded to the decision-maker with a recommendation of denial.

To ensure effective implementation of this policy, reviews must be comprehensive. This also means that internal referral departments and outside
agencies need to meet the performance standards. Comprehensive reviews avoid late hits of significant review comments later in the process. If an applicant substantively changes their project description during the review process, then they should expect the possibility of significant issues being identified as a result.

Forecasted Timelines Provided
A forecasted timeline for getting a project to the decision-maker will be provided with the first cycle review letter and calibrated at each subsequent cycle review letter issuance. For discretionary projects, the timeline will include a 30-day window for reaching the decision-maker to allow for the noticing and docketing process. Because of the volume of projects; significant issues occasionally identified during the review process that require internal City consideration; and regulatory requirements altering steps in the process; the City may miss a performance standard on the review timeline. In those infrequent events, the project planner will inform the applicant of the delay. If a deadline is missed and an applicant does not hear from the project planner, the applicant should contact the project planner’s supervisor for an update. Deviating from performance standards requires supervisor approval.

Concurrent Processing
All discretionary projects are eligible for concurrent processing of staff/ministerial permits once a project is deemed complete, unless authorized earlier at the sole discretion of the Director. Regardless of this accommodation for concurrent processing, if significant issues remain, concurrent processing may not be granted until the project stabilizes.

Concurrent processing is sensible when the project is likely to remain relatively stable during the review process, with only minor issues remaining, such that staff/ministerial permit application materials are unlikely to need a significant rework due to discretionary permit review comments. Concurrently processed permits track on the timeline for the higher service level performance standards of the associated discretionary permit. Project planners may indicate to an applicant that they are eligible for concurrent processing. As needed by the project planner or applicant, authorization for concurrent processing may be requested of the Director.

Applicants undertaking concurrent processing must acknowledge in writing that they understand the risk of processing staff/ministerial permits prior to approval of the discretionary entitlement and no staff/ministerial permits will be issued until after discretionary permit approval and conclusion of the appeal period.
**Overview**

The Department, in coordination with other City departments involved in the project review process, has standardized project reviews into the following eight service levels:

<table>
<thead>
<tr>
<th>SERVICE LEVEL</th>
<th>CATEGORY OF SERVICES</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level R</td>
<td>Miscellaneous service</td>
<td>Includes any deliverable not covered under any other service level; typically involves a unique service not subject to public review nor resulting in a permit</td>
</tr>
<tr>
<td>Level EZ</td>
<td>Over-the-counter permits or services</td>
<td>Covers very simple staff/ministerial permits or common service deliverables that can be reviewed and completed immediately or that same day</td>
</tr>
<tr>
<td>Level 1</td>
<td>Simple staff/ministerial permits, decisions</td>
<td>Involves simple staff/ministerial permits and decisions or common services requiring a minimal level of review</td>
</tr>
<tr>
<td>Level 2</td>
<td>Complex staff/ministerial permits, decisions</td>
<td>Includes complicated or large staff/ministerial permits, along with complex decisions and services requiring substantial and longer review times</td>
</tr>
<tr>
<td>Level 3</td>
<td>Administrative discretionary permits</td>
<td>All discretionary permits that result in a final decision by the Director</td>
</tr>
<tr>
<td>Level 4</td>
<td>Planning and Zoning Commission discretionary permits</td>
<td>Any discretionary permit for which the Planning and Zoning Commission is the final decision-maker</td>
</tr>
<tr>
<td>Level 5</td>
<td>City Council legislative actions</td>
<td>All land use actions for which the City Council is the final decision-maker</td>
</tr>
<tr>
<td>Level X</td>
<td>Special projects</td>
<td>Any special, complex project subject to public review, which are typically citywide policy or regulatory initiatives or highly specialized projects that do not follow a standardized process in Levels 3 through 5</td>
</tr>
</tbody>
</table>
Level R  Miscellaneous Services

**Decision-Maker**  Not applicable

**Appeal**  Not applicable

**Type**  Permits
- None

**Services**
- Any and every internal or external deliverable not included as a listed service in any other service level; these types of services generally involve creating a deliverable, rather than reviewing a deliverable prepared by others and do not include a permit, or policy or legislative decision

**Timeline**  Per custom schedule reviewed and approved by the Director
# Level EZ Over-the-Counter Permits and Services

<table>
<thead>
<tr>
<th>Decision-Maker</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal</td>
<td>Director</td>
</tr>
<tr>
<td>Type Permits</td>
<td>• Building permit—fences, window replacement, roofs and stand-alone mechanical, electric and plumbing</td>
</tr>
<tr>
<td>Services</td>
<td>• Information inquiry that cannot be obtained by online, self-service resources</td>
</tr>
<tr>
<td>Timeline</td>
<td>24 hours/same business day</td>
</tr>
</tbody>
</table>
Level 1  Simple Staff/Ministerial Permits, Decisions or Services

**Decision-Maker**
Staff

**Appeal**
Building Appeals Board or Director

**Type**

**Permits**
- Building permit: non-complex apartments, condominiums and commercial projects
- Building permit: non-complex residential projects
- Signs—simple permanent
- Simplified grading permit

**Decisions**
- Substantial conformance review—simple

**Services**
- Information inquiry—fee for service request
- Development Review Team (Pre-application meeting notes—Cycle 1 City time only)
Level 1 Flow Chart

Application Submittal

YES

Ready for Decision?

NO

DECISION PROCESS

1 WEEK

PERMIT DENIED

PERMIT APPROVED

1

2

3 WKS

PERMIT PROCESS

City Review Time

Guideline for Applicant Response Time
Level 2  Complex Staff/Ministerial Permits, Decisions or Services

Decision-Maker: Staff

Appeal: Building Appeals Board, Director or City Manager

Type

Permits
- Building permit: complex or large commercial or industrial projects
- Building permit: complex or large mixed use projects
- Building permit: complex or large multifamily projects
- Building permit: complex or large single family attached residential projects
- Building permit: complex or large single family detached residential projects
- Amended plat
- Final plat
- Civil engineering plans
- Grading

Decisions
- Substantial conformance review—complex

Services
- None
Level 2 Flow Chart

1. Application Submittal
   - Ready for Decision?
     - Yes: Cycle Review 1
       - 9 Weeks
       - City Review Time: 3 Weeks
       - Guideline for Applicant: 6 Weeks
     - No: Cycle Review 1
       - 9 Weeks
       - City Review Time: 3 Weeks
       - Guideline for Applicant: 6 Weeks
       - Ready for Decision?
         - Yes: Cycle Review 2
           - 9 Weeks
           - City Review Time: 3 Weeks
           - Guideline for Applicant: 6 Weeks
         - No: Cycle Review 2
           - 9 Weeks
           - City Review Time: 3 Weeks
           - Guideline for Applicant: 6 Weeks
           - Ready for Decision?
             - Yes: Cycle Review 3
               - 9 Weeks
               - City Review Time: 3 Weeks
               - Guideline for Applicant: 6 Weeks
             - No: Cycle Review 3
               - 9 Weeks
               - City Review Time: 3 Weeks
               - Guideline for Applicant: 6 Weeks

2. Decision Process
   - 1 Week

3. Permit Approval

4. Permit Denied
Level 3  Administrative Discretionary Permits

**Decision-Maker**
Director

**Appeal**
Planning and Zoning Commission (or Historic Preservation Board)

**Type**
- Certificate of appropriateness—minor (HPB)
- Site plan—minor
- Minor conditional use permit
- Minor replat
- Variance—minor
Level 3 Flow Chart

Application Submittal

Ready for Decision?

YES

READY FOR DECISION?

NO

CYCLE REVIEW 1 6 WEEKS

2

4

PERMIT PROCESS

City Review Time

Guideline for Applicant Response Time

PERMIT DENIED

DECISION PROCESS 2W

PERMIT APPROVED

Ready for Decision?

YES

NO

CYCLE REVIEW 2 6 WEEKS

2

4

CYCLE REVIEW 3 6 WEEKS

2

4

Cycle 1: City Review Time 2, Guideline for Applicant Response Time 4

Cycle 2: City Review Time 2, Guideline for Applicant Response Time 4

Cycle 3: City Review Time 2, Guideline for Applicant Response Time 4

Total Process:

1 Cycle: 6 weeks

2 Cycles: 12 weeks

3 Cycles: 18 weeks

Decision Process: 2 weeks
Level 4 Planning and Zoning Commission Discretionary Permits

<table>
<thead>
<tr>
<th>Decision-Maker</th>
<th>Planning and Zoning Commission (or Historic Preservation Board)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal</td>
<td>City Council</td>
</tr>
<tr>
<td>Type</td>
<td>• Certificate of appropriateness—major (HPB)</td>
</tr>
<tr>
<td></td>
<td>• Site plan—major</td>
</tr>
<tr>
<td></td>
<td>• Conditional use permit—major</td>
</tr>
<tr>
<td></td>
<td>• Preliminary plat</td>
</tr>
<tr>
<td></td>
<td>• Master plat</td>
</tr>
<tr>
<td></td>
<td>• Development plat</td>
</tr>
<tr>
<td></td>
<td>• Conveyance plat</td>
</tr>
<tr>
<td></td>
<td>• Replat</td>
</tr>
<tr>
<td></td>
<td>• Variance</td>
</tr>
</tbody>
</table>
Level 4 Flow Chart

PERMIT PROCESS
- City Review Time
- Guideline for Applicant Response Time

Application Submittal

CYCLE REVIEW 1
- 9 weeks
- 3 weeks

Ready for Decision?

Yes

CYCLE REVIEW 2
- 9 weeks
- 3 weeks

Ready for Decision?

Yes

CYCLE REVIEW 3
- 9 weeks
- 3 weeks

Ready for Decision?

No

PERMIT APPROVED

Decision Process

4 weeks

PERMIT DENIED
## Level 5 City Council Legislative Actions

<table>
<thead>
<tr>
<th>Decision-Maker</th>
<th>City Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal</td>
<td>Court</td>
</tr>
</tbody>
</table>

### Type
- Development agreement
- Comprehensive plan amendment
- Subdivision code amendment
- Zoning
- Rezoning
- Planned development amendment
- Planned development
- Zoning code amendment
Level 5 Flow Chart

Application Submittal

Cycle Review 1

YES

Ready for Decision?

NO

Cycle Review 2

YES

Ready for Decision?

NO

Cycle Review 3

YES

YES

Decision Process*

*Total for both Planning and Zoning Commission and City Council agenda preparation
Level X  Special Projects

**Decision-Maker**  City Council

**Appeal**  Court

**Type**
- Annexation
- Easement release
- Policy initiatives
- Regulatory initiatives
- Right-of-way vacation

**Timeline**  Per custom project schedule reviewed and approved by Director, which factors in any timelines required by law
Staff/Ministerial Project Review Procedures

Purpose
This chapter provides the detailed procedures that guide staff in conducting the basic categories of reviews. These procedures help staff to efficiently and effectively navigate the applicant through the permitting process. This will also provide applicants transparency and predictability of the application process and status of applications.

Procedures
These procedures are for guidance to staff and should be used in addition to professional judgment to provide and maintain high level quality customer service. Also, we live up to our commitments. Should an issue arise that causes a delay in our response, let the applicant and a supervisor know as soon as possible.

Procedure Step Detail

Initial Application Submittal
- Check for Completeness
- Confirm Fee Payment
- Enter Application into Workflow App
- Assign to Staff
- Determine if Application needs to be referred to other reviewers
1. **Cycle Review #1**
   - **Conduct Review of Application** against applicable codes and any project-specific plans
   - **Use Available Checklists as Supporting Guide**
   - “Redline” plans for simple projects
   - **Include Cycle Review Letter** for complex projects
   - **Review/Flag Questions or Significant Issues** with supervisor
   - Transmit to Applicant

2. **Cycle Review #2**
   - **Meet with Applicant** on complex projects
   - Follow Cycle Review #1 Steps

3. **Cycle Review #3**
   - **Meet with Applicant** on complex projects
   - Follow Cycle Review #1 Steps
   - **Issue Permit**
   - **Prepare Permit or Work Authorization Document**
   - **Notify Applicant**
   - **Collect Required Fees**
   - **Conduct Pre-construction Meeting** for complex projects
   - **Conduction Inspections**
   - **Inspect Project** upon request
- **Conduct Periodic Audit Inspections**, upon direction from supervisor
- **Flag Significant Issues** with supervisor
- **Closeout**
- **Document Completion of Project** in file
- **Clean File**
- **Store File**
- **Set Reminders for Follow-up Inspections** of public improvements and stormwater compliance
Discretionary Permit, Policy and Legislative Procedures

Purpose
Discretionary application review processes have been standardized into defined service levels and timelines to promote efficient and effective application processing in our commitment to excellence in public administration. The intended outcomes are high quality projects that are processed professionally. These procedures help staff to efficiently and effectively navigate the applicant through the permitting process. The procedures for this category of project reviews are outlined below.

Procedures
These procedures are for guidance only to staff/project planners and should be used in addition to professional judgment to provide and maintain high level quality customer service.

Also, we live up to our commitments. Should an issue arise that causes a delay in our response, let the applicant know as soon as possible.
Procedure Step Summary After Pre-Application Conference

0 Initial Application Submittal
   - Within 24 Hours
     - Enter Project and Tasks into Workflow App
   - Within 3 Days
     - Assign Project to Project Planner

1 Cycle Review #1
   - Within the First 3 Days
     - Understand the Project
     - Make Contact
     - Route Project for Referral Comments
     - Make Assignments
   - Within Remaining Cycle Review Time
     - Review for Completeness
     - Conduct a Field Visit
     - Evaluate Land Use Compatibility
     - Conduct Regulatory Review
     - Evaluate Responses from all Reviewing Departments
     - Prepare the Cycle Review 1 Letter
     - Review with Supervisor
     - Release Letter
     - Update Workflow App
     - Contact Applicant
2 Cycle Review #2

- Meet with Applicant
  - Within the First 3 Days
    - Update Workflow App
    - Route Project for Referral Comments
    - Make Assignments
  - Within Remaining Cycle Review Time
    - Verify that Issues were Addressed
    - Evaluate Responses from all Reviewing Departments
    - Update Supervisor
    - Prepare the Cycle Review 2 Comment/Incomplete Letter
    - Review with Supervisor
    - Release Letter
    - Contact Applicant
    - Update Workflow App

3 Cycle Review #3

- Meet with Applicant
  - Within the First 3 Days
    - Update Workflow App
    - Route Project for Referral Comments
    - Make Assignments
  - Within Remaining Cycle Review Time
    - Verify that Issues were Addressed
    - Evaluate Responses from All Reviewing Departments
    - Update Supervisor
    - Prepare the Cycle Review 3 Comment/Incomplete Letter
    - Review with Supervisor
    - Release Letter
    - Contact Applicant
    - Update Workflow App
Procedure Step Detail

0 Initial Application Submittal

**Within 24 Hours of Initial Application Submittal**
- Intake Staff enters project and associated tasks into Workflow App.

**Within 3 Days of Initial Application Submittal**
- Planner will update the Workflow App with the new project information.
1 Cycle Review #1

Within the First 3 Days of the Assignment

- **Understand the Project.** Thoroughly review the application material to ensure that you fully understand the request.

- **Make Contact.** Call or email the applicant contact to introduce yourself and ask any clarifying questions about the project. After contact, prepare and send the acknowledgment letter including your contact information and provide a target release date for the Cycle Review Letter.
- **Route Project for Referral Comments.** Complete the electronic routing tool for pertinent Internal City Departments and Outside Agencies, which may have an interest or useful input in the project review. Administrative staff will use the routing tool to make necessary copies, assemble packet and complete the Referral Routing Process.

- **Make Assignments.** Create task assignments in Workflow App up to the deliverable.

**Within the Remaining Allotted Cycle Review Time**

- **Conduct a Field Visit.** Visit and take pictures of the site and adjacent surroundings.

- **Evaluate Land Use Compatibility.** Do a review of the project for land use compatibility issues in relation to existing uses in the surrounding area. Is the project compatible with the surrounding community? For maps, determine what the existing parcelization is around the site. Review the surrounding parcelization to determine whether the project would be compatible with existing parcelization.

- **Conduct Regulatory Review.** Review for project compliance with all applicable regulations, policies, design standards, etc.

- **Evaluate Responses from all Reviewing Departments.** Ensure that you have received responses from all reviewing departments, and review each comment carefully. If additional studies or project changes are being requested, you should inquire with the reviewer and understand the basis of the request and determine if the studies or changes are needed. Contact reviewers if you have any concerns or questions regarding their comments and reconcile any conflicts.

- **Prepare the Cycle Review 1 Letter.** Prepare the Cycle Review Letter, which typically includes the following:
  - A statement of completeness. Refer to checklists;
  - A project description;
  - Estimate of target decision date;
  - Detailed discussion of comprehensive issues and how to correct;
  - Include language in the comment letter to require a meeting with the applicant and representative and staff (project planner and other City department staff if necessary) to review the comments before the next submittal. No new submittal will be accepted without a meeting.
**Review with Director.** Director must review the comment letter for accuracy and completeness prior to releasing the letter to the applicant. A meeting task assignment must be assigned in the Workflow App for the project planner to discuss and review the comment letter with the Director.

**Release Letter.** Send Cycle Review 1 Incomplete/Comment Letter to applicant and representative and copy the property owner (if not the same as applicant).

**Update Workflow App.** Project Planner must update tasks in the Workflow App.

**Contact Applicant.** Contact the applicant to schedule a meeting to review comments. If the application is incomplete, work with the applicant to develop a plan to ensure that the next submittal is complete. A meeting task assignment must be entered into the Workflow App.

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**Cycle Review #2**

**Meet with Applicant.** A meeting task assignment must be assigned in the Workflow App for the project planner to schedule a meeting with the applicant to review Cycle Review #2 submittal for completeness. During the meeting, review the resubmittal for responsiveness to comments and/or that requested information was provided. If the submittal is complete, accept the submittal and provide the applicant with a target release date for your response. No incomplete submittal will be accepted.

**Within the First 3 Days of the Resubmittal**

**Update Workflow App.** Project Planner must update tasks in the Workflow App.

**Route Project for Referral Comments.** Complete the routing tool for Internal City Departments and Outside Agencies. Administrative staff will use the routing tool to make necessary copies, assemble packet and complete the Referral Routing Process.

**Make Assignments.** Create task assignments in the Workflow App.
Within the Remaining Allotted Cycle Review Time

- **Verify that Issues were Addressed.** Review the resubmittal and determine if the applicant provided adequate responses to issues raised in the first comment letter.

- **Evaluate Responses from all Reviewing Departments.** Ensure that you have received responses from all reviewing departments, and review each comment carefully. Do not ask for studies or require project changes unless you understand the basis of the request and agree that they are needed. Contact reviewers if you have any concerns or questions regarding their comments and reconcile any conflicts.

- **Update Director.** If application remains incomplete, staff must assign a meeting task in the Workflow App to meet with the supervisor to discuss pending issues and develop a plan to ensure that the applicant’s next submittal is complete.
Prepare the Cycle Review 2 Comment/Incomplete Letter.
Prepare the Cycle Review Letter, which typically includes the following:

- A statement of completeness;
- Estimate of target decision date (explain reason if it is different from initial target date);
- Summary of issues and how to correct;
- Include language in the comment letter to require a meeting with the applicant/representative and staff (project planner, supervisor and other city department staff if necessary) to review the comments before the next submittal. No new submittal will be accepted without a meeting.

Review with Director. Director must review the comment letter for accuracy and completeness prior to releasing the letter to the
applicant. A meeting task assignment must be assigned in the Workflow App for the project planner to discuss and review the comment letter with the Director.

- **Release Letter.** Send Cycle Review 2 Comment Letter to applicant/representative and copy the property owner (if not the same as applicant).

- **Contact Applicant.** Contact the applicant to schedule a meeting to the review comments. If the application is incomplete, work with the applicant to develop a plan to ensure that the next submittal is complete. A meeting task assignment must be entered into the Workflow App.

- **Update Workflow App.** Project Planner must update tasks in the Workflow App.

3 **Cycle Review #3**

- Follow the same procedures listed in Cycle Review #2.
Digital Service Platforms

Workflow App
The Department created a Workflow App, which allows staff to manage project workflows in accordance with performance standards, processes and procedures. The Workflow App can generate myriad reports that allow staff and the Director to monitor the workload in the Department.

Project planners are responsible for keeping information current and accurate in the Workflow App for the projects they manage. Tasks are to be kept current up to the next deliverable to ensure efficient and effective operations.

MyGov
The City of Denison utilizes an online portal through MyGov for building permits, inspections and fee payment. All registrations come with an activation letter which is required to setup your online account for the first time. If you have already been issued a registration and need an activation letter please email permits@cityofdenison.com. Homeowners with a homestead exemption are not required to register and cannot use the online portal. Please visit the Homeowners page for more information.