

Continuous Improvement through Post-Project Review

DAB

General Information

105

Development Assistance Bulletin

The Mayor and City Council of the City of Colorado Springs, through its Planning & Development staff, partner entities Colorado Springs Utilities and the Pikes Peak Regional Building Department, and citizen boards and commissions, take pride in delivering exceptional land use entitlement and development review services. In a 2009 study by the Colorado State University *Everitt Real Estate Center*, Colorado Springs ranked among the top four Front Range communities (out of 23 reviewed) for the timeliness and cost of development reviews. In 2010, Land Use Review customer satisfaction ratings reached 4.8 on a scale of 5, a new high. Out-of-town customers frequently remark about the City's timely and customer-friendly process, compared to other communities. And, City staff works regularly with local stakeholders in reviewing and updating codes and procedures to streamline project reviews.

When Things Don't Go as Expected

Despite these efforts, there are occasionally challenging and difficult projects that leave some customers dissatisfied, frustrated and angry. For customers willing to participate, post-project reviews can yield helpful information for both the City and the customer in dealing with similar cases in the future.

The Land Use Review Advisory Board (LURAB), comprised of development industry and neighborhood representatives who are familiar with both the development process and the regulatory system, provides a neutral "safe haven" for the customer and review staff to look back upon the issues and circumstances surrounding difficult projects. Because they view issues from multiple perspectives, LURAB members can be frank in offering advice and guidance to all parties, thereby decreasing the likelihood of the same issues arising in subsequent project reviews.

Voluntary

Requests for post-project reviews can come from the customer, review staff or LURAB members. In any case, willingness of the customer to participate is necessary to conduct the review. If the customer utilized professional consultants, it is also helpful to have them present at the meeting.

Scheduling

When a request is received City staff will convene a LURAB meeting at a time convenient for all, usually within a few weeks.

Process

Post-project reviews are informal. The process will vary depending on the complexities to be reviewed. Usually, the project chronology is outlined, followed by a roundtable discussion of what went well and where difficulties occurred. In all cases, LURAB will strive to maintain a respectful conversation, asking questions to clarify details. All parties are free to express opinions and suggestions. Remember, all participants are seeking to learn from the post-project review.



Lessons learned through post-project discussions can help to improve future reviews.

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Outcomes

It is important to address all misunderstandings and apply lessons learned to future project phases and entirely new projects. If the review indicates the need to adjust standards or for process improvements, they will be developed and brought forward through normal agency processes. Periodically, LURAB will inform stakeholder groups about the effectiveness of post-project reviews in strengthening working relationships between the City, partner reviewers, customers and their professional consultants.

Additional Information

- For more information, or to request a post-project review, contact the Planning & Development Team Leader Dick Anderwald at (719) 385-5347 or danderwald@springsgov.com.