

# Permit Partner

## Informational Presentation for City Council

Colorado Springs City Council  
Work Session

Monday, February 27, 2023

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Jacob Anderson, City Communications



# Agenda



- Overview
- Why the resource is needed
- What the resource is
- How it works
- Top things to know
- Preview of system
- Financial impacts
- Questions

# Overview



Today's presentation is a pre-launch preview of a new resource called Permit Partner for your information and awareness.

Permit Partner is scheduled to officially launch to the public on Tuesday, March 7, 2023, with a ribbon cutting event with the Mayor.

The system includes three portals (or types of uses):

- Special Events
- Business
- Zoning

This presentation will mainly focus on the Business and Zoning portals.

# Overview, continued



The City of Colorado Springs, in partnership with several local agencies, will soon launch a tool called **Permit Partner** to help citizens discover the permits, licenses, inspections, applications, and fees that may apply to them as they start a new business or plan a special event in Colorado Springs.

This system will improve transparency, streamline the requirements of multiple agencies, and prepare users for the potential government processes that they will encounter.

# Why is this needed



- Citizens have stated that it is difficult to start a small business in Colorado Springs.
- Many have no prior experience in working with government agencies.
- Many have stated that they do not know where to start.
- Process has been perceived as confusing and time consuming to learn what all is required, which agencies to work with, and in what order.
- If construction is involved, several local government agency requirements.
- Various licenses, permits, fees, approvals, applications, and/or inspections required.

# What this resource is



- Pre-launch preview of a new system called “Permit Partner”
- Permit Partner will serve as one central place for a citizen to discover all of the local government requirements needed to start a small business in Colorado Springs
- A citizen can discover each agency’s requirements and processes
- The system will estimate fees and add them up into one total
- The citizen will be given clear direction and links for easily connecting to each agency
- This information is under one online experience

# How the system works



- Permit Partner asks the user questions that they know the answers to, and in language they understand.
- Permit Partner translates the user's responses into a packet that displays the estimated permits, applications, fees, processes, etc.
- The system directs the user how to start the appropriate interactions with each local government agency.
- The goal is to ease the interaction between new entrepreneurs and local government agencies.

# Things to know



- An entrepreneur can discover the information and connect with agencies on their own schedule: at any time of day, night, or on weekends; even when our offices are closed.
- There is no cost to citizens.
- The system is configured to work on a phone, tablet, or computer.
- The system will be translated into Spanish.
- Can enter multiple projects and save under their own account.
- This system does not include residential projects, such as apartments.



# Partner agencies



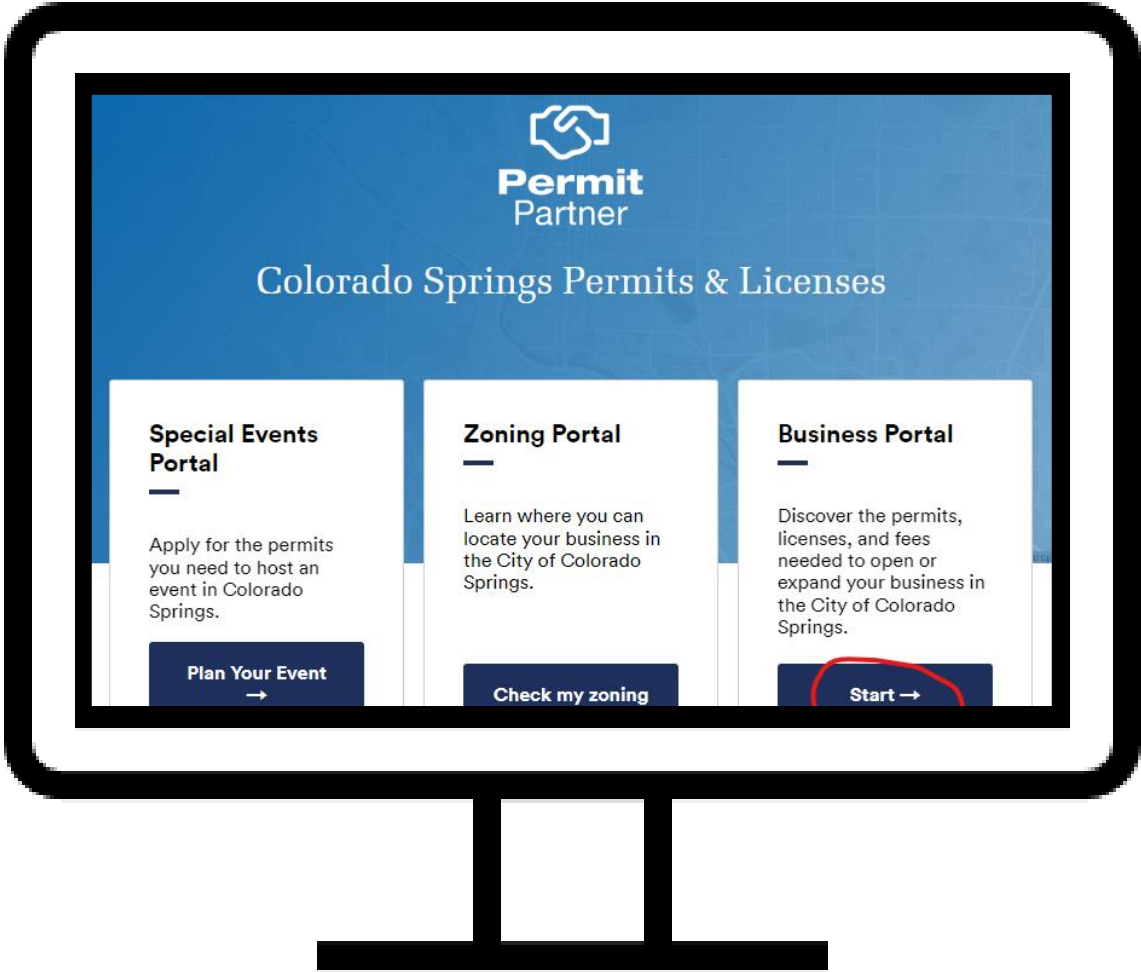
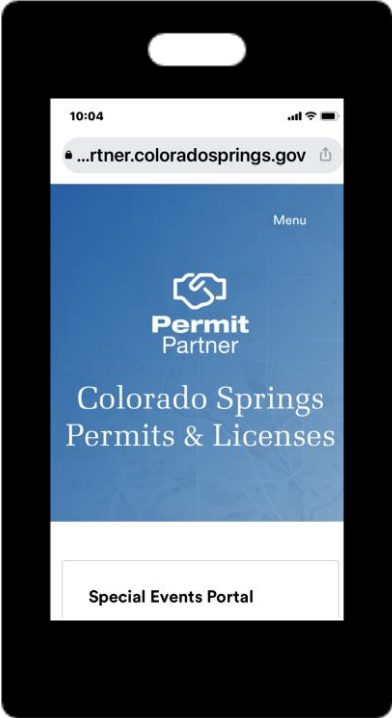
- City of Colorado Springs
  - City Clerk
  - Fire Construction Services
  - Fire Marshal
  - Parks, Recreation, and Cultural Services
  - Planning and Development
  - Sales Tax Office
- Colorado Springs Utilities
- El Paso County
  - Environmental Health Division
  - Office of Economic Development
- Pikes Peak Regional Building Department

# Supporting stakeholders

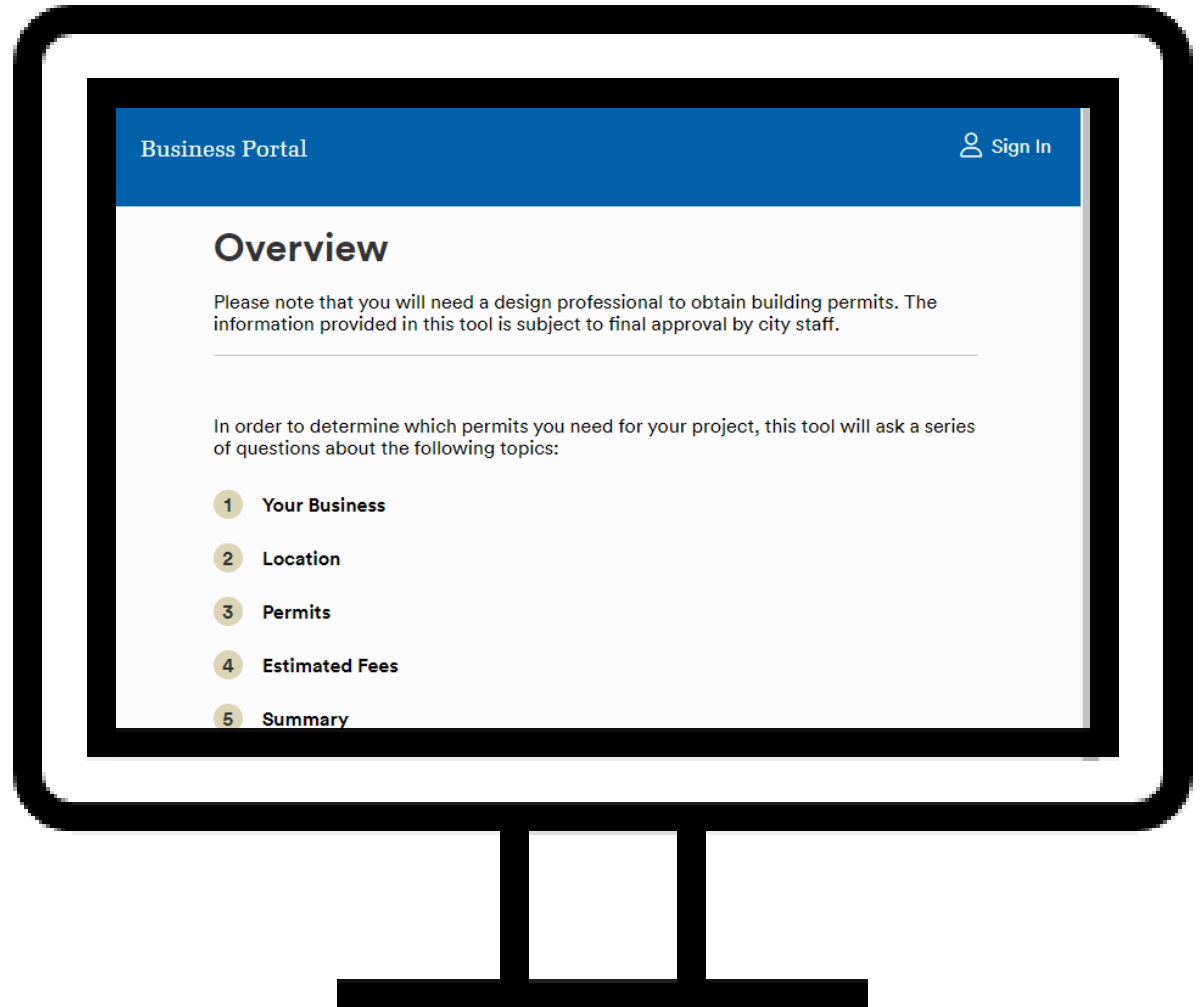
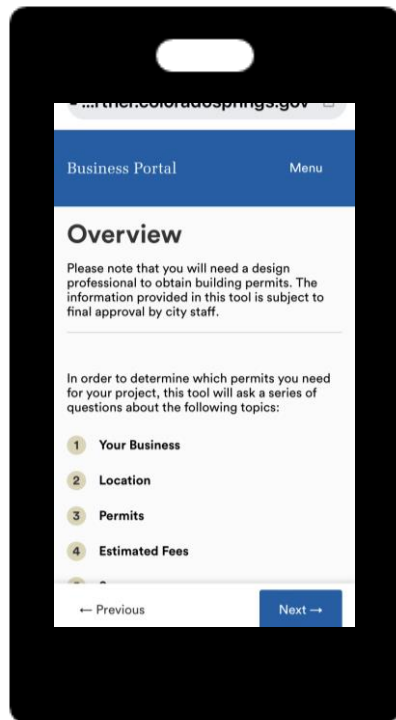


- City of Colorado Springs
  - City Attorney
  - Communications
  - Economic Development
- Colorado Springs Chamber & EDC
- Downtown Partnership of Colorado Springs
- Pikes Peak Small Business Development Center (SBDC)
- Additional members of the Colorado Springs for Small Business Advancement (COSSBA) advisory group:
  - Better Business Bureau of Southern Colorado (BBB)
  - Bryan Construction
  - David Commercial Real Estate
  - Several local entrepreneurs

# Services



# Overview



# Your business



Business Portal Sign In

STEP 1/4

## Your Business

This tool may only be used to scope non-residential projects. This tool does not include apartments, condos, townhouses, single family homes, mobile homes, etc.

Enter your project type to find matching land use codes from the City's official list

Restaurant Search

Please select from the following 8 matching land use codes:

COMMERCIAL

- Drive-in or fast food**  
A restaurant where food and drink is usually previously or rapidly prepared, food is served directly to the customer, and is ready to be consumed on the premi... Read more
- Quick serve restaurant**  
A restaurant where food and drink is usually prepared to order, orders are taken at a counter, food is picked up by the customer or served by waitstaff, and may... Read more
- Sit down restaurant**  
A restaurant where food and drink is usually prepared to order and consumed on...

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# Location



Business Portal Sign In

STEP 2/4

## Location

Select your location by typing in the address or clicking on the map.

**Address \***

Example: 10 Street N

Please answer the following questions, which could change the zoning clearance at your selected location.

**Is someone already doing this business in this location?**

Yes

No

Map controls: Satellite view, +, -

Legend: Permitted (green), Conditional (orange), Prohibited (grey)

mapbox

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# Location



Business Portal Sign In

**Address \***

301 South Union Bou ✓

Please answer the following questions, which could change the zoning clearance at your selected location.

**Is someone already doing this business in this location?**

Yes

No

**Will this be a home business?**

Yes

No

**Map:** Shows zoning districts: Permitted (green), Conditional (orange), Prohibited (grey). Includes Memorial Park and Evergreen Cemetery. A location pin is placed on a green area. A tooltip says: "Yes. This land use is allowed by right in the respective zoning district. [Learn More](#)".

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# Permits



## Permits

The questions on this page determine which requirements you will need for your project. Questions marked with a “\*” are required.

STEP 3/4

### What type of work are you doing? \*

- New construction**  
New ground up construction.
- Adding to an existing structure**  
Adding square footage to an existing structure, or doing exterior structural modifications. Includes additional site or trade work while modifying a structure.
- Tenant finish/interior remodel**  
Remodeling an existing interior space only. No exterior changes, and no new square footage.
- No structural changes/trade work**  
No changes to the structure. Includes standalone site or trade work.
- No physical location**  
For businesses without a physical location, typically E-commerce,

### REQUIREMENTS

Building Permit



Commercial Kitchen Permit



Construction Activity Permit



Enterprise Zone



Fire Alarm Permit



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# Permits



No

Will you request an optional potential retail food establishment review? \* [?](#)

Yes

No

Will you have a carbonated or nitrogenated beverage dispenser? \*

Yes

No

Will you add or modify a commercial kitchen? \*

Yes

No

Will you install or modify utilities as part of your project? \*

Yes

No

Will you sell beer or liquor at this location? \*

REQUIREMENTS	
Building Permit	▼
Commercial Kitchen Permit	▼
Construction Activity Permit	▼
Enterprise Zone	▲
This location is within the Pikes Peak Enterprise Zone boundaries. State income tax credits may be available to you, based on certain business activities and purchases.	
Fire Alarm Permit	▼
Fire Sprinkler Permit	▼
Hazardous Material Permit	▲
Permit requirements vary from the type of hazardous material to the amounts of said materials. More information can be found on the Colorado Springs Fire Department's <a href="#">website</a> . Fees are variable based on activity. Please review the fee schedule located <a href="#">here</a> .	
Liquor and Beer License	▼

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# Fees



## Estimated Fees

The questions on this page are used to estimate your requirement fees. Please answer all questions to ensure accurate results. Questions marked with a “\*\*” are required.

STEP 4/4

Will you do any new construction trade work? <sup>?</sup>

- Yes
- No

What type of construction trade work will you do?

- Mechanical  
Heating or cooling
- Plumbing
- Electrical
- Gas

Permit valuation of proposed construction work <sup>?</sup>

### PERMIT FEES

Building Permit	\$589.12	▼
Commercial Kitchen Permit	...	▼
Concrete Contractor License	\$110.00	▼
Construction Activity Permit	\$165.00	▼
Enterprise Zone	...	▼
Fire Alarm Permit	...	▼
Fire Sprinkler Permit	...	▼

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# Summary



## Summary

Please confirm the information below before proceeding to apply for your permits.



### LOCATION

### PERMIT FEES

Building Permit	\$589.12
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[← Edit project details](#)

[Begin permit applications →](#)

# Summary




## LOCATION

 301 South Union Boulevard,  
Colorado Springs,  
Colorado 80910

## ZONING DETAILS

**Yes**


This land use is allowed by right in the respective zoning district.

[Learn more](#) 

## Zoning District

### Office Complex (OC)

This zone district accommodates various types of office uses performing administrative, professional and personal services. These are typically small office buildings developed in a cluster with an internal traffic system or one larger office building with considerable landscaping. This type of development can serve as a transitional use between more intensive uses of land such as major thoroughfares and/or commercial districts and the less intensive uses of land such as low density residential.

[Learn more](#) 

## Land Use Code

## PERMIT FEES

Building Permit	\$589.12	▼
Commercial Kitchen Permit	...	▼
Concrete Contractor License	\$110.00	▼
Construction Activity Permit	\$165.00	▼
Enterprise Zone	...	▼
Fire Alarm Permit	...	▼
Fire Sprinkler Permit	...	▼
Hazardous Material Permit	...	▼
Liquor and Beer License	...	▼
Retail Food Establishment License	\$270.00	▼

[← Edit project details](#)

[Begin permit applications →](#)

# Summary



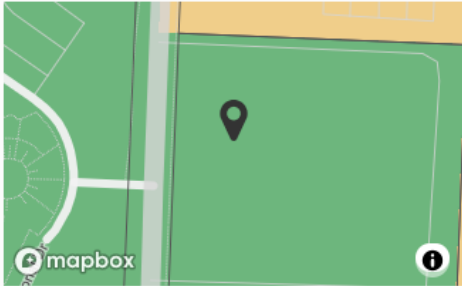
Office Complex (OC). [Learn more](#)

Enterprise Zone. [Learn more](#)

Your fee estimate will not be accurate until [2 remaining questions](#) have been answered

## PARCEL DETAILS

The parcel ID is the City's classification system for divisions of buildable land. Parcels are more flexible for permitting processes than street addresses and also used to track assessed value for property taxes and title processes.



Parcel ID:  
6416303021

## PROJECT DETAILS

**Project-type**  
"Restaurant"  
Commercial > Quick serve restaurant

**Is someone already doing this business in this location?**  
No

← Edit project details

Begin permit applications →

# Summary



**Will you sell beer or liquor at this location?**

Yes

**Will you do any new construction trade work?**

Yes

**Permit valuation of proposed construction work**

30,000

**Will you do any of the following types of additional of work?**

Cutting, training, pruning, shaping, or removing trees  
Sidewalk, curb and gutter, or driveway work

**What type of construction trade work will you do?**

Mechanical  
Plumbing

**How many pounds of carbon dioxide or nitrogen will be used in your beverage dispensing system?**

20

This is a tool that may be used to estimate what costs could be incurred and the potential permits, applications, inspections, and/or licenses that may be required. All estimated fees and required approvals recommended through this tool are based on the information you provide and the data available at the time of use. These amounts are estimates for informational purposes only and are not to be relied upon as final costs. Please confirm the amounts with the applicable agencies prior to submitting your applications. Estimated fees do not include the costs of real estate, consultants, contractors, and other professionals that may be necessary to complete applications. The information you provide in this tool will not be submitted to any agencies. Directions regarding the submittal process for each applicable agency is accessible through the links provided.



Download PDF



Need help? [Contact city staff](#)

[← Edit project details](#)

[Begin permit applications →](#)

# Apply



**Permit Partner** Jacob ▾

## Jay's Restaurant 444

📍 301 South Union Boulevard 📄 15 Permits Required 📊 \$1,532.12 Total Cost

### City Clerk

<b>Concrete Contractor License</b> \$110.00 <a href="#">Apply Online</a>	<b>Liquor and Beer License</b> \$0.00 <a href="#">Apply In Person</a>	<b>Tree Service License</b> \$110.00 <a href="#">Apply Online</a>
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### Colorado Springs Fire Department

<b>Commercial Kitchen Permit</b> \$0.00 <a href="#">Download</a>	<b>Fire Alarm Permit</b> \$0.00 <a href="#">Download</a>	<b>Fire Sprinkler Permit</b> \$0.00 <a href="#">Download</a>	<b>Hazardous Material Permit</b> \$0.00 <a href="#">Download</a>
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### Colorado Springs Utilities

<b>Utilities Permits</b>
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# Apply



## Colorado Springs Utilities

Utilities Permits  
\$0.00

[Apply Online](#)

## El Paso County Health Department

Construction Activity Permit  
\$165.00

[Apply In Person](#)

Retail Food Establishment License  
\$270.00

[Apply In Person](#)

Retail Food Establishment Plan Review  
\$193.00

[Apply In Person](#)

Review of a Potential Retail Food Establishment  
\$75.00

[Apply In Person](#)

## Pikes Peak Regional Building Department

Building Permit  
\$589.12

[Apply Online](#)

Enterprise Zone  
\$0.00

[Learn More](#)

## Sales Tax

Sales Tax License Application  
\$20.00



# Financial impacts



- Ongoing annual City contract with vendor, OpenCounter: \$113,021
- The annual fee includes ongoing support from the vendor and ongoing updates, when applicable.
- Fees include support for three portals that are customized for Colorado Springs: Special Events, Zoning, and Business portals.
- Anticipated benefits:
  - Saving businesses time and money by providing a much more streamlined, consolidated experience of the multi-agency governmental processes
  - Anticipated increase of new local small business starts and speed to market
  - Savings of agency staff time across departments and agencies

# Vendor overview



- OpenCounter has a track record of being a trusted vendor to multiple municipalities in the U.S., including:
  - Orlando, FL
  - San Diego, CA
  - Cincinnati, OH
  - Toledo, OH
  - Atlanta, GA
- OpenCounter has been in business for 10 years and have a record of improving permitting services in over 70 communities.

# Quotes from testing sessions

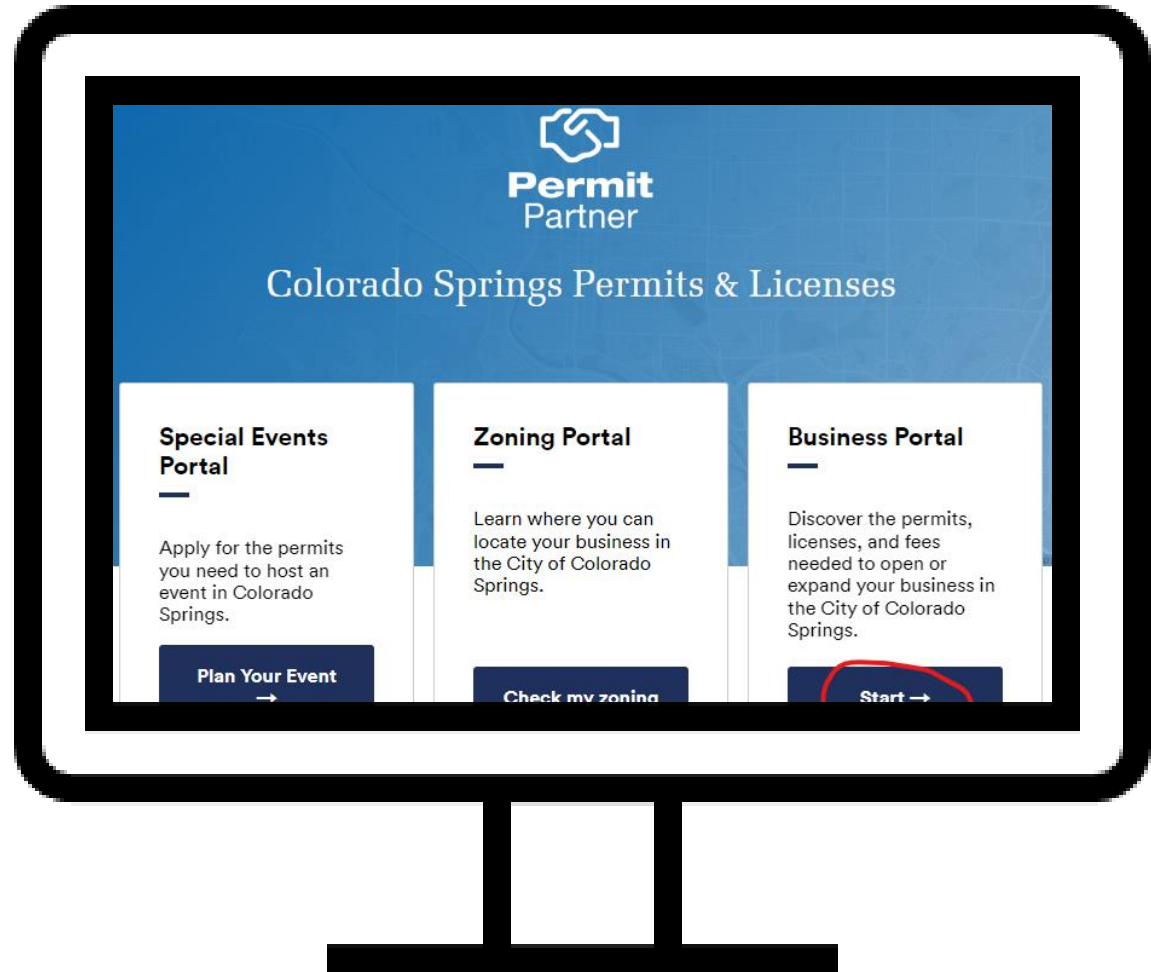
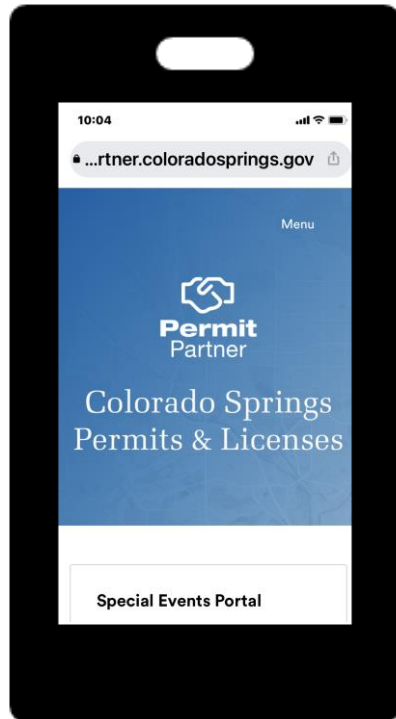


**From an aspiring entrepreneur:** “Thanks for helping entrepreneurs create better fidelity plans in less time.”

**From a current small business owner:** “I wish I had had this system months before I started my small business in Colorado Springs.”

**From Fire Construction Services:** “This resource would have been really helpful for a local small business [*name omitted due to privacy*] that opened in 2019. The founders ended up needing to spend more time and money than they planned to update their building’s fire safety systems. They were understandably upset. This information would have been much more helpful for them in the beginning.”

# Questions?



Thank you for your attention!