
City Processes for Neighborhood Issues, Concerns and Complaints



City Processes for Neighborhood Issues, Concerns, and Complaints

1. Vehicles: Abandoned, Illegally Parked, and Number Permitted

Law Enforcement Perspective:

The Police Department may immediately impound vehicles, automobile hulks, or “junkers” from any public right-of-way when they are determined to be traffic obstructions or a public nuisance to health and safety. Residents should call the office of their respective District Patrol Commander and report the license description and location of vehicles obstructing traffic.

The Sheriff Department has the authority to remove any vehicles left unattended for over 72 hours. To remove a vehicle, the officers must ticket the vehicle for a “72 hour violation”. The Officer posts a notice on the windshield and sends a notice to the registered owner. The City may tow the vehicle after another 72-hour period if the owner has not responded or moved the vehicle.

Code Enforcement Perspective:

Neighborhood Inspection Services has the authority to order the removal of inoperable, dismantled, or wrecked vehicles from private property and the public right-of-way. Definitions of these vehicles are as follows:

- ⊙ **Inoperable Vehicle** — Any vehicle that cannot be started or driven at any time or can not be legally operated on a public street.
- ⊙ **Dismantled Vehicle** — Any vehicle that has parts or components removed, rendering the vehicle physically inoperable or illegal to operate on a public street.
- ⊙ **Wrecked Vehicle** — Any vehicle that is damaged to such an extent that is not physically operable.

2. Air Quality

Air pollutants can cause a variety of health problems, including breathing problems, asthma, reduced lung function, lung damage, bronchitis, cancer, brain, and nervous system damage. Air pollution can also irritate the eyes, nose, and throat, and reduce resistance to colds and other illnesses. Air pollution can be especially harmful to the very young, the very old, and those with certain pre-existing medical conditions.

The Department of Environmental Health (DEH) is responsible for assuring compliance with federal health-based standards and regulations, state regulations, and local ordinances.

The DEH has several regulatory programs that pertain to air quality. These are:

- ⊙ Asbestos
- ⊙ CFCs (Chloro-Fluorocarbons) – ozone depleting compounds
- ⊙ Environmental Tobacco smoke
- ⊙ “Fugitive” dust (i.e., airborne dust that moves off a construction site)
- ⊙ Green Fleets (alternative fuels)
- ⊙ Odors and control of emissions from businesses and industry

A. Neighborhood Environment and Quality of Life



City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Smoking and idling vehicles
- ⊙ Wood burning and open burning

Non-regulatory programs include pollution prevention, energy conservation/ climate change, and travel reduction.

Indoor Air Quality:

Denver's indoor air quality goal is to ensure a healthy work environment for employees within the City and County of Denver and to protect all citizens from second-hand smoke dangers within public spaces.

Denver's indoor air quality program works through a combination of technical assistance, educational efforts, and referrals to other agencies. This is a service provided to Denver businesses and employees; it is not a regulatory program.

A wide variety of health information related to indoor air quality is available

CONTACT: For comparison values for specific workplace contaminants, visit the American Conference of Governmental Industrial Hygienists, Inc. website at www.acgi.org/home.htm, and the National Institute for Occupational Safety & Health website at www.cdc.gov/niosh/homepage.html. Technical information and regulatory requirements are available from the Occupational Safety and Health Administration (OSHA), www.osha.gov.

CONTACT: For technical information regarding recommended building construction and management practices, visit the American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) website at www.ashrae.org.

Outdoor Air Quality:

There are certain pollution sources that are subject to regulation, e.g., "fugitive" dust from construction sites, mobile sources (smoking and idling vehicles), odors, wood burning, etc.

Certain proposed industrial uses in the I-O, I-1, and I-2 zones are required to be reviewed by DEH as a member of the environmental review committee, after an application is made to the Zoning Administration for a conditional use permit. The department reviews each application based on environmental effects. Applications which are approved with conditions, become part of the zoning permit.

CONTACT: There are many separate departments responsible for indoor and outdoor air quality. To be referred to the proper area, call the Department of Environmental Health, 720.865.5452.

CONTACT: To report vehicles that are smoking visibly, call the Smoking Vehicle Hotline, 720.865.5452, and give the license plate number of the offending vehicle, the make and color, as well as the date, time, and location of the observation. In addition, you are requested to provide a short description of the smoke, such as color, duration, etc.

CONTACT: For questions concerning the health effects of radon, TCE, and other gases, and suggested mitigation techniques, call 720.865.5452; the United States Environmental Protection Agency radon hotline at 800.SOS.RADON; or the CDPHE radon hotline at 800.846.3986.

CONTACT: For strategies for improving indoor air quality, call the United States Environmental Protection Agency indoor air hotline, 800.438.4318, or visit www.epa.gov/iaq/ia-intro.html.



City Processes for Neighborhood Issues, Concerns, and Complaints

3. Animal Control (Number Permitted, Barking, Leash Law, Animal Shelter, Owner Responsibilities)

Animals Permitted

The Zoning Code regulates the number of dogs, cats, rabbits, pigeons, horses, and bees that may be kept in Denver.

© Dogs:

Every household is limited to a maximum of 3 dogs. Breeding, raising, and selling puppies is not permitted. If a dog produces a litter, an order may be issued upon complaint to reduce the number of dogs to 3 within 8 weeks.

Each additional litter will result in the issuance of a summons if the total number of allowed animals is exceeded. **It is illegal to have a dog that is not neutered or spayed, unless you obtain an “intact permit” from the Municipal Animal Shelter.**

© Cats:

Every household is limited to a maximum of 5 cats. Thereafter, the same restrictions noted above apply.

Dogs and cats over 6 months are required to have a license issued by the Division of Animal Control, and must be spayed or neutered unless you obtain an “intact permit” from the Municipal Animal Shelter.

© Rabbits:

Every household is limited to a maximum of 2 rabbits. Thereafter, the same restrictions noted above apply.

© Pigeons:

Every household is limited to a maximum of 25 pigeons. Thereafter, the same restrictions noted above apply.

© Horses:

Two horses may be kept on properties of 1/2 acre or more. Additional horses are subject to approval by Department of Environmental Health.

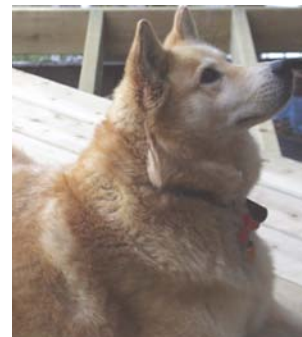
© Livestock:

Keeping of livestock or fowl is not permitted, except by Board of Adjustment variance and is subject to the approval of a permit by the Department of Environmental Health.

© Wild Animals:

Residents may not own, possess, maintain, harbor, transport, or sell within the City any living, wild, or dangerous animal. Exceptions are the zoo and any circus, and rodeo or livestock shows as licensed by the City. Research institutes approved by the Department of Environmental Health are another exception.

Note:
Residents may have no more than a total of 5 dogs and cats, combined



City Processes for Neighborhood Issues, Concerns, and Complaints

Dog Controls

Leashes on Dogs



It is unlawful for any owner, possessor, or person who keeps any dog to permit it to run "at large". A dog is deemed to be running at large when it is off or away from the premises of its owner, possessor, or keeper, or an agent, servant, or a member of the immediate family, either by leash, cord, or chain. It is the duty of the Police Department and Animal Wardens to see that a dog found running at large is impounded in the Municipal Animal Shelter. It is unlawful to allow any animal to be loose in a city park or on mountain park premises, except in designated "Off-Leash" parks. The off-leash areas are located in the following parks:

- ⊙ Berkeley Park – Sheridan Avenue and West 46th
- ⊙ Barnum Park – Hooker Street and West 5th
- ⊙ Kennedy Park – Hampden Avenue and South Dayton
- ⊙ Fuller Park – Franklin Street and East 29th
- ⊙ Green Valley Ranch East Park – Jebel Street and East 45th

Dogs Outside the Owner's Premises:

It is unlawful for any person who keeps any dog to permit the dog, whether or not it is running at large, to destroy damage or injure any shrubbery, plants, flowers, grass, lawn, fence, or anything whatsoever upon any public premises. This is also unlawful upon any private premise owned or occupied by a person other than the owner, possessor, or keeper of the dog.

Barking Dogs

It is unlawful for any owner, possessor, or person who keeps any dog to permit the dog, by loud and persistent or habitual barking, howling, or yelping, to disturb any persons or neighborhood residents. It may be declared a nuisance. This law is enforced by Animal Control.

Vicious Dogs:

It is unlawful for any owner, possessor, or person who keeps any dog within the City to:

1. Permit the dog to attack or bite any person who is not upon the premises of such owner, possessor, or keeper;
2. Permit the dog to attack or bite any person who is upon the premise of such owner, possessor, or keeper, unless proper signing of the dog's presence is posted;
3. Permit the dog bite any person within or upon the premises of any business establishment (of such owner, possessor, or keeper) that is open to the public.

The City of Denver also specifically prohibits owning, transporting, or selling a pit bull "or any dog displaying the majority of physical traits ... or substantially conforming to the standards established by the American Kennel Club or United Kennel Club for the breed" (DRMC, Section 8-25).

CONTACT: Animal Control, 303.698.0076, or visit their website at:
www.denvergov.org/animalcontrol.

Pet Waste Removal

Pet owners are responsible for cleaning up after their animals, not only from the owner's property, but from any public place where the pet may make a "deposit". The most obvious reason is to considerate of neighbors and other members of the



City Processes for Neighborhood Issues, Concerns, and Complaints

public, but there are serious environmental consequences that result from accumulations of pet waste.

Our urban environment contains large areas of impervious surfaces – surfaces that don't allow water to penetrate through – such as parking lots, roads, and rooftops. This means that during storm events, less water soaks into the ground, and runoff travels at greater speeds to drainage ditches, streams, lakes, and retention ponds. This runoff carries with it all the pet waste from these surfaces directly into the storm sewer, stream, or lake without treatment.

Pet waste contributes to bacterial contamination of our lakes and streams. Pet waste contains harmful bacteria such as *E. coli*, and fecal coliform. Waters that contain a high amount of bacteria such as *E. coli* are unfit for human contact.

Pet owners should:

- ⊙ Pick up pet waste; from your lawn and at parks and other recreation areas
- ⊙ Carry a plastic bag with you when you are in public with your pet.
- ⊙ Tie the bag up securely and place it in the garbage, or flush the waste down the toilet (NOT the bag).
- ⊙ Do NOT dump waste in the storm sewer or on vacant land.

Impounding Animals:

The Manager of Environmental Health is authorized to impound any animal that is stray, loose, or running at large. The Manager may also impound any animal that has bitten or otherwise injured any person and needs to be confined for observation. Any dog or cat that does not bear the required licensed tag may also be impounded. Impoundment can only be done when the animal is off the owner's premises.

If the animal is chased back to the owner's premise and the owner is at home, a County Court summons is issued. If the owner is not at home, the animal can then be impounded. An animal not licensed is only impounded if it is off the owner's premise when apprehended, or when an owner gives up that animal in lieu of receiving summons for the offense.

Animal Lodging:

Any barn, pen, corral, coop, yard, or other enclosure in which any animal, livestock, or fowl shall be kept must be kept sanitary, in addition to any other place within the City in which manure or other discharge of animals, livestock, or fowl shall accumulate. If it is maintained in an unsanitary condition, allowing any offensive odor to escape therefrom, or providing an insect or rodent attractant, it is considered a nuisance and is prohibited.

Riding Large Animals:

It is unlawful for any person to ride, drive, or lead any horse or other large animal upon or over any lawn, shrubs, garden, field, or growing crops.

Rats in Buildings:

All buildings in the City and in its Police jurisdiction must be rat-proofed, be free of rats, and be maintained in a rat-free condition.

Filing a Complaint

Any person who experiences or witnesses a violation listed above may sign a complaint against the alleged violator. If the offense was committed in the presence of the Warden or Officer, the citizen may write to the City Attorney,



City Processes for Neighborhood Issues, Concerns, and Complaints

contact an Animal Warden, or contact a Police Officer to issue a summons. However, if the offense was not committed in the presence of a City official, the citizens offended by the violation can sign a summons that the Warden or Officer will serve. Other neighbors should also sign as witnesses because they can be important in giving testimony for conviction in County Court.

CONTACT: For complaints/questions regarding the number of animals, call Neighborhood Inspection Services, 720.865.3200, or submit a report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

CONTACT: For other issues listed above, call Animal Control, 303.698.0076, or visit their website at: www.denvergov.org/animalcontrol.

4. Solid Waste Removal (Trash Collection, Dumpsters, Street Sweeping, Recycling, Clean-Up)

The Solid Waste Management division of the Public Works Department is responsible for removing trash (dumpsters and curbside containers/cans), for periodic street sweeping, large-item pick-up, and for other clean-up of City streets. In addition, this division provides residential recycling collection services to residents and is responsible for removal of graffiti from all public right-of-ways and major thoroughfares and also from the property of private citizens with consent.

Denver specifically prohibits conditions offensive to sight or conditions that foster the propagation of rats, vermin, flies, or other insects. This includes conditions that are unsanitary, prejudicial, or in any manner hazardous to the public health. The Department of Environmental Health and Neighborhood Inspection Services are responsible for the enforcement of these violations.

The Denver Revised Municipal Code (DRMC) requires that “rubbish” be removed from properties. “Rubbish” is defined as including building material rubbish, garbage, household trash and junk, yard waste and litter, ashes, and other waste material.

Trash Service to Residences

The City provides free trash service for residential buildings up to 7 dwelling units. For businesses and residences over 7 units, the property owner must contract with private trash hauling companies. The City service may include City-provided containers or citizen-provided containers. Citizen-provided containers must not exceed 32 gallons or 70 pounds.

Dumpsters are provided for use by Denver residents who live in adjacent properties. Businesses and non-residents may not dispose of trash in Denver alleys and dumpsters.

Special Disposal Requirements:

- ◎ **Branches must be cut and bundled in lengths of less than four feet.** Up to 10 bundles may be placed adjacent to your weekly collection site. Do not overfill dumpsters with branches.
- ◎ Clippings or leaves should not be swept into gutters as they tend to block storm grates and interfere with storm water drainage.
- ◎ Appliances containing freon, such as refrigerators, freezers, and air conditioners, are collected separately to ensure environmentally safe disposal. Doors must be removed for safety (see “Large-Item Pick-Up” on page 25).



City Processes for Neighborhood Issues, Concerns, and Complaints

Non-collectible items include:

- ⊙ Soil, sod, loose yard debris, and uncut or untied branches.
- ⊙ Bricks, concrete, and building materials.
- ⊙ Household hazardous wastes including paint, cleaners, oils, batteries, and pesticides.
- ⊙ Auto parts and scrap metal.
- ⊙ Commercial or industrial wastes of any kind.
- ⊙ Motor oil. **DO NOT dispose of oil by pouring it onto the ground or down a storm drain!** To dispose of oil check with your local service station or auto parts store.

Disposal of Non-Collectible Items or Household Hazardous Waste

Although the City does not pick up the above items, local commercial landfills are available where residents can dispose of these items, as well as things like scrap carpet, home renovation waste lumber and tile, broken concrete and bricks, tree stumps, and junk cars.

The State of Colorado has imposed a state-wide ban on disposing of tires, batteries, and motor oil in dumpsters. However, There are also disposal services for these items and other household hazardous waste such as unused paint, antifreeze, solvents, etc.

DO NOT leave or dispose of automotive fluids, paints, and other chemical wastes in alleys, in or out of dumpsters (DRMC, Section 48.44), or down the sewer. This not only risks the health and wellbeing of the neighborhood and the City environment, it costs the City (i.e., you; the taxpayer) a great deal of money to abate this contamination, and is truly illegal. Any person who illegally dumps hazardous materials is violating City and State law and is liable for fines and civil penalties (and possible criminal penalties) when caught.

CONTACT: Check the telephone directory or search online for appropriate headings; e.g., hazardous waste disposal, auto salvage, tire recycling, oil reclamation services, etc.

Large-Item Pick-Up

Large household items such as furniture, sinks, bicycles, and the like are collected on a 5-week service cycle. Appliances that contain freon are collected by appointment only.

Residents with dumpster service should place the items at least 4 feet away from the dumpster, so normal trash disposal is not blocked. Residents who use trash containers should place the large item near where the trash container is normally placed for collection, but not in the street nor on the sidewalk or other right-of-way.

Street and Alley Sweeping

Denver Public Works provides street sweeping services to remove dirt and debris from City streets and alleys, improving air and water quality as well as the aesthetics of our neighborhoods and business areas. Scheduled residential street sweeping occurs between April and November, and alleys are swept twice a year. Arterial streets and the Central Business District are swept on a year-round basis, mainly at night. Sweepers also clear residual de-icing material after each snowstorm to remove small particles than can contribute to winter pollution, and respond to accidents and other requests for street and alley sweeping.



Keep Denver Beautiful

The Keep Denver Beautiful Program involves community volunteers and City officials in a structured effort to improve the City's environment and appearance. It is part of the national Keep America Beautiful program.

Homeowners, landlords, business people, church members, civic organizations, school and youth groups, elected officials, and City representatives discuss and list community problems.

A Citizen's Advisory Committee develops a strategy and schedule for addressing each issue and ways to involve appropriate segments of the community.

Projects are based on community needs and could include clean-up of alleys and streets, educating residents about proper trash disposal, helping the elderly and disabled with property upkeep, sponsoring fix-up weekends, improving parks and recreational sites, and monitoring violations of City environmental laws.

Keep Denver Beautiful enables people who have a stake in the community to work together in a structured framework and focus City resources on an area.

Graffiti Removal (see "6. Graffiti Removal" on page 28.)

Residential Recycling

The City of Denver has a voluntary curbside recycle program for aluminum cans, plastic bottles, newspaper, tin, glass, telephone books, corrugated cardboard, paperboard, junk mail, magazines, office paper, telephone books, and brown paper bags.

CONTACT: To find out your trash or large-item pick-up schedule, to schedule an appliance pick-up, etc., call Solid Waste Management, 720.865.6900, or visit their website at: www.denvergov.org/trash.

CONTACT: To report a trash problem to Neighborhood Inspection Services, call 720.865.3200.

CONTACT: For more information about Keep Denver Beautiful, call 720.865.6800, or visit their website at: www.denvergov.org/KeepDenverBeautiful/380aboutus.asp.

CONTACT: For street and alley sweeping, call Street Maintenance, 720.865.6855, or visit their website at: www.denvergov.org/Street_Maintenance.

CONTACT: To sign up for recycling service, call Denver Recycling, 720.865.6805, or visit www.denvergov.org/denverrecycles. Denver Recycles also has suggestions on disposing of other difficult materials.

CONTACT: To get graffiti removed, call the Denver Partners Against Graffiti hotline, 720.865.STOP (7867), or report graffiti vandalism online at: www.denvergov.org/denverpartnersagainstgraffiti.

5. Trees and Vegetation

The Manager of Parks and Recreation is responsible for establishing rules and regulations for the planting of trees, shrubs, or other plants on any right-of-way or other public place in the City. It is the responsibility of the Manager of Parks and Recreation, through the City Forester, to either maintain, or order the maintenance of, vegetation on the public right-of-way and other public places.



City Processes for Neighborhood Issues, Concerns, and Complaints

Property owners are required (per DRMC, Chapter 57) to care for trees along the public right-of-way adjacent to their property.

City Forester has the authority to:

- ⊙ Trim, spray, remove, plant, and protect all trees, shrubs, vines, hedges, and other plants on the public right-of-way of any street, sidewalk, alley, or other public place.
- ⊙ Inspect any trees, shrubs, vines, hedges, plants, logs, or branches existing or growing on property within the City.
- ⊙ Conduct surveys to determine if any destructive or communicable disease or other pestilence exists that may be detrimental to endanger the good health and well being of trees or other plant life in the City.
- ⊙ Do the work and collect the expenses from the property owner, if he or she refuses or neglects to trim, protect, or remove vegetation within 10 days after a notice is issued.

Property Owner/Occupant Responsibility

An owner or occupant's responsibilities for maintenance of vegetation on private property includes:

- ⊙ Removing dead or dangerous trees or limbs that may cause injury to persons or property.
- ⊙ Removing or treating infected or infested vegetation upon inspection and written notice by the City Forester.
- ⊙ Removing dead trees or limbs that may cause injury to life or property and are located on public property abutting the premises of a resident.
- ⊙ Trimming, spraying, treating, or removing vegetation that interferes, obstructs, or endangers the safe public use of streets, alleys, sidewalks, or other public places, or jeopardizes the health of other vegetation due to insects, pestilence, or disease. Branches must be **at least 13'6" above road ways and at least 8' above sidewalks.**
- ⊙ Providing landscaping and maintenance of any right-of-way area between the property line and curb or designated roadway.

Restrictions on Planting in the Public Right-of-Way:

Residents are prohibited from the following unless permitted by the Manager of Parks and Recreation:

- ⊙ Planting any trees, shrubs, or other plants on the public right-of-way (or other public places in the City).
- ⊙ Damaging or destroying vegetation on public right-of-way of any street, alley, sidewalk, or other public places within the City.
- ⊙ Attaching any lumber, fabric, wire, nails, bolts, cables, or other materials foreign to the natural growth of any tree located within the public right-of-way of any street, alley, sidewalk, or other public place.

Weeds and uncut lawns:

City ordinance requires all weeds and lawns to be cut on all properties within City boundaries. The responsibilities of a property owner are to:

- ⊙ Cut weeds so their height does not exceed 6 inches.
- ⊙ Cut weeds in alleys bordering the property to the middle of the alleys and on sidewalk areas. This includes any right-of-way between the property line and curb line/designated roadway.



City Processes for Neighborhood Issues, Concerns, and Complaints



- ⊙ Remove weeds after cutting.
- ⊙ Pay for the City's cost to cut weeds, if written notices by the City are ignored.

Residents can contact Neighborhood Inspection Services to initiate either voluntary compliance or eventual citation. Health or safety hazards due to uncut lawns (e.g., mosquito breeding or fire hazard from dry grass) can be reported to Neighborhood Inspection Services.

Resources For Tree-Planting:

Denver Digs Trees, a program of The Park People, distributes low-cost shade trees every April for people to plant along Denver streets. Denver Digs Trees, a largely volunteer program, assists individuals and neighborhood organizations in the planting of street trees, trains volunteers how to plant and maintain trees, and educates the public about the environmental, recreational, economic, and aesthetic benefits of urban trees.

The City Forester's Office also provides helpful written information regarding street trees.

CONTACT: To file a complaint about overgrown trees, shrubs, or other plants on any right-of-way or other public place in the City, call the Forester's Office, 720.913.0651, or visit their website at: www.denvergov.org/dephome.asp?depid=90

CONTACT: For weeds or uncut lawns, call Neighborhood Inspection Services, 720.865.3200. Be sure to give the address of the property in question when you call. You can also file an online report at: www.denvergov.org/NIS-Concerns/complaintform.asp.

CONTACT: For more information about low-cost street trees, call Denver Digs Trees, 303.722.6262, or visit their website at: www.theparkpeople.org/denver_digs_trees.htm.

6. Graffiti Removal

The Solid Waste Management division of the Public Works Department is responsible for removing graffiti from all public right-of-ways and major thoroughfares and also from the property of private citizens with consent.

Graffiti is defined as the painting or marking of property without the permission of the property owner. Three different types of graffiti vandalism exist in Denver:

1. Hate crime graffiti;
2. Gang graffiti, which is done to announce gang superiority and "turf"; and
3. Tagger graffiti, which is the most common.

Property Owner/Occupant Responsibility

It can be very unsettling to find graffiti on your garage, fence, or other structure, and you may not know how to proceed. Some tips for removing graffiti yourself are included in this section. Alternatively, you can sign up to have a City crew remove the graffiti for you (see next page).

Whether you choose to remove the graffiti yourself or take advantage of the City's abatement program, **the important thing is to remove the graffiti as quickly as possible**. The longer graffiti is allowed to stay on property, the more its negative message will impact your neighbors, customers, and employees. Prompt and consistent action will retain property values and discourage further vandalism. In addition, by City ordinance (DRMC, Chapter 10-177a), **the property owner/occupant must remove graffiti within 10 days**.



City Processes for Neighborhood Issues, Concerns, and Complaints

Removal of Graffiti

The techniques listed below are not difficult to perform, but can take a little time. You may also consult the local Yellow Pages under the heading “Graffiti Removal” to select a company to clean the graffiti for a fee.

- ◎ On glass, painted graffiti can be removed using a sharp paint scraper or with common paint removers.
- ◎ On concrete, apply wet cement with a paint roller. Sometimes, two coats are required for complete coverage.
- ◎ On painted surfaces or wood, examine paint supplier color charts to select the product best suited to match your wall or fence.
- ◎ On unpainted brick, the surface may be cleaned with paint remover or power-washed.
- ◎ On unpainted wood fences, the surface may be cleaned using steel wool dipped in paint remover. Be sure to wear heavy work gloves to avoid splinters or abrasions from the steel wool.
- ◎ On business dumpsters, note the company name posted on the dumpster and report it to them. Such companies are listed in the telephone directory.

Denver Partners Against Graffiti

Solid Waste Management’s Denver Partners Against Graffiti (DPAG) program is designed to increase the public’s involvement in promoting and maintaining a clean city and educating the public on recycling, graffiti prevention, and waste reduction. The Graffiti Prevention Unit removes graffiti from designated right-of-ways and major thoroughfares and private property (with owner’s consent).

The City requires property owners to sign a release form giving permission for removal of graffiti on their property. You fill out a release form the first time you need assistance and that release will cover any further requests for assistance. You can also pre-authorize before you get graffiti on your property. The City will send a form in the mail or you can download the form off the DenverGov website. Once permission is given, the City will respond as soon as possible, usually within 48 hours. Come to the telephone prepared to give the exact address of the property and where the graffiti is located on the property. There is no charge in most cases, except for extra-large surfaces. The City does not provide services for glass that has been vandalized with acid.

Free Paint

DPAG provides free paint to homeowners in dumpster brown and house paint in white, yellow, beige, brown, and gray that you can get to remove graffiti on your property or dumpsters. DPAG also provides special wipes that can be used to remove graffiti from traffic signs without damaging the reflective properties of the sign.

CONTACT: To get graffiti removed from property, call the Denver Partners Against Graffiti hotline, 720.865.STOP (7867), or report graffiti vandalism online at: www.denvergov.org/denverpartnersagainstgraffiti.

CONTACT: For paint or graffiti wipes, call 720.865.7867 to make arrangements for pick up. Paint and wipes can be picked up Monday-Friday at 1390 Decatur (just east of Federal Blvd on Howard Street [first stop light south of Colfax]). **Note:** When picking up paint, you must show proof of residency.

7. Noise Control

Controlling noise protects, preserves, and promotes the health, safety, welfare, and peace and quiet for citizens. Another purpose for controlling noise is to eliminate and reduce unnecessary and excessive traffic and community noise that is detrimental to the enjoyment of life, property, and the conduct of business for individuals and the community.

Excessive Noise Levels:

It is unlawful for any person to emit any noise that leaves the premises on which it originates, crosses a property line, or enters into any other premises in excess of sound decibel levels during the time of day specified in the Revised Municipal Code. This is enforced by the Department of Environmental Health.

Prohibited Noises:

- ⊙ **Vehicle Horns:** Prohibited unless it is necessary as a warning to prevent or avoid a traffic accident.
- ⊙ **Truck Idling:** Prohibited where the vehicle weight exceeds 10,000 lbs. and is parked for a period in excess of 10 minutes, when such a vehicle is parked on, or next to, a residential dwelling and the vehicle is not confined to an enclosed structure, exhaust discharge of any stationary combustion engine or air compressor equipment, unless the discharge is through an approved muffler or an apparatus providing equal noise reduction.
- ⊙ **Trash Collection/Compacting Activities:** No trash collection between the hours of 10:00 p.m. and 7:00 a.m.
- ⊙ **Noise from Construction:** Noise above 55 decibels level is prohibited between the hours of 9 p.m. and 7:00 a.m.

General Noise Standards:

- ⊙ **Motor Vehicles:** Operation of motor vehicles must not exceed the sound pressure levels for the category of motor vehicles and time period specified in the Revised Municipal Code.
- ⊙ **Exhaust Mufflers:** Motor vehicles must be equipped with approved exhaust mufflers. Muffler cutouts, bypasses, or other devices that increase sound pressure levels or change the original manufactured exhaust system of the vehicle are in violation of these regulations.
- ⊙ **Bicycles:** Loud sirens and whistles or other devices that emit loud and raucous noises are not permitted on bicycles.
- ⊙ **Barking Dogs:** It is unlawful for any owner, possessor, or person who keeps any dog, to permit such dog, by loud and persistent barking, howling or yelping, to disturb any person or neighborhood.

CONTACT: For construction and residential noise and fume complaints, call Environmental Health, 720.865.5452, or visit their website at: www.denvergov.org/Environmental_Protection/template32727.asp.

CONTACT: For barking dogs, call Animal Control, 303.698.0076, or Neighborhood Inspection Services, 720.865.3200. Be sure to give the address of the property in question when you call. You can also report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

CONTACT: For loud cars/car stereos, call the Police Dispatcher, 720.913.2000.



City Processes for Neighborhood Issues, Concerns, and Complaints

8. Drainage and Flood Control

The Denver Public Works Department is responsible for identifying urban drainage problems and solutions. The Wastewater Management Division develops and implements plans for storm drainage improvements throughout the City. The planning process identifies local drainage problem areas and develops cost estimates for a solution to the problem. This leads to the needed construction, as the funds become available.

Drainage in Neighborhoods

Neighborhoods may sometimes experience flooding after a storm due to inadequate drainage. Curbs and gutters can help alleviate some street drainage problems. Residents can help the City's storm drainage system by keeping the storm grates located near many corners clear of debris. However, sometimes storm drain work may be required in lower water collection points in a neighborhood.

Drainage in Parks

The Department of Parks and Recreation is responsible for maintenance of drainage within parks.

Storm Drainage on Streets/Highways

Through new construction and rehabilitation of streets and highways, the Operations Division of Wastewater Management helps direct storm runoff to the appropriate storm sewer or flood channel.

Floodplain Management

Denver has adopted the same floodplain maps published by the Federal Emergency Management Agency (FEMA). Construction, earth moving, and land uses are restricted and controlled within the geographical region of the 100-year floodplain, which is identified in these maps. Flood insurance is available to all residents of the City, regardless of their location, due to Denver's participation in this national program. Flood insurance is mandatory in those cases involving the expenditure of federal funds, in the floodplain.

CONTACT: For street storm/sewer drain emergencies, contact Wastewater Customer Service, 303.446.3400, or visit their website at: www.denvergov.org/wastewater. **Note:** On weekdays after 4:30 p.m., weekends, and holidays, call 720.865.6855.

CONTACT: For drainage issues in Denver Parks, call the Department of Parks and Recreation, 720.913.0696.

9. Hazardous Materials

There are City and State regulations that apply to the transportation, storage, and disposal of "hazardous materials." These regulations also apply to the construction of structures in areas found to be potentially dangerous, because of hazardous gases.

Denver uses the uniform federal definitions for hazardous materials. It is generally recognized in the industry that a material is "hazardous" if:

1. It is, or contains, a waste listed by federal law;
2. It demonstrates characteristics of flammability, corrosivity, reactivity, radioactivity, or toxicity; or
3. It is otherwise capable of causing damage to health if it is disposed of improperly.



City Processes for Neighborhood Issues, Concerns, and Complaints

Transportation of Hazardous Materials; the City and County of Denver

The City and County of Denver restricts the routes for the transport of hazardous (including radioactive) materials. A permit for the transportation of hazardous materials must be obtained from the Fire Prevention Bureau and proof of liability insurance must be submitted.

Hazardous cargo and vehicles require placards and vehicles hauling hazardous materials must operate at all times with their headlights illuminated, and travel only on the routes designated by the Manager of Safety.

Permit to Store or Use Hazardous Materials

A permit is required and must be obtained from the Fire Prevention Bureau for the storage or use of the following or equivalent amounts of hazardous material:

- ⊙ 55 gallons or more of corrosive material;
- ⊙ 500 pounds or more of oxidizing material;
- ⊙ 10 pounds or more of organic peroxides;
- ⊙ 55 gallons or more of nitromethane;
- ⊙ 1,000 pounds or more of ammonium nitrate fertilizers;
- ⊙ Any amount of poisonous or potential poisonous material;
- ⊙ Explosive or potentially explosive material, pyrophonic materials; hypergolic materials, or cryogenic materials;
- ⊙ More than one millicurie of radium or other radioactive materials in sealed source; or
- ⊙ Any other material that may be deemed by the Fire Prevention Bureau to be hazardous.

Once the permit is issued, the storage, handling, and use of hazardous materials are regulated by provisions detailed in the Denver Fire Code and in accordance with nationally recognized standards.

CONTACT: For Hazardous Materials Permits, call Fire Prevention Bureau, Fire Prevention and Investigation Division, 720.913.8288, or visit their website at: www.denvergov.org/dephome.asp?depid=939.

Enforcement of Regulations

These regulations are administered and enforced by the Manager of Safety.

The Fire Prevention Bureau is empowered, on behalf of the Department of Safety, to control the use, location, and transportation of flammable or combustible liquids or acids, as well as, hazardous materials. The Fire Prevention Bureau also issues permits and notices or orders for the immediate abatement of hazardous situations.

Disposal of Industrial Hazardous Waste

Hazardous wastes produced in industries must be sent to properly permitted treatment, storage, or disposal facilities. There are currently no public programs for collection and disposal of hazardous waste in Colorado.

Incidents Involving Hazardous Materials

Incidents involving hazardous materials should be reported immediately to the Fire Department. Penalties for non-compliance with the ordinance may include a permit revocation, a fine, or both.

CONTACT: Fire Prevention Bureau, Fire Prevention and Investigation Division, 720.913.8215, or visit their website at: www.denvergov.org/Fire_Prevention/939contact.asp.

City Processes for Neighborhood Issues, Concerns, and Complaints

CONTACT: For suggestions on disposing of difficult materials, call Denver Recycles, 720.865.6805, or visit their website at: www.denvergov.org/recycle/directory.asp.

10. Outdoor Storage

Materials intended for outdoor use on a residential property such as a picnic table, a barbecue grill, or metal and plastic patio furniture are permitted. Children's toys and bicycles are also allowed to be kept outdoors.

Materials intended for indoor use such as household appliances and upholstered furniture designed as bedroom furniture, living room furniture, office furniture, or as dining tables and chairs may not be stored outside.

Tools, equipment, and other supplies used for automobile repair or for construction may not be permitted to be stored outside an enclosed structure on residential property. However, homeowners who have a valid and current building permit are allowed to neatly store small quantities of required supplies during construction or remodeling.

CONTACT: To report improper outdoor storage, call Neighborhood Inspection Services, 720.865.3200, or report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

11. Property Maintenance

The following rules apply to property maintenance, cleanliness, and appearance.

Maintenance of Landscaping

Regular weeding, pruning, and other maintenance of all plantings located on property adjacent to the public right-of-way is required.

Unattended Vegetation

Vegetation on all lots and alleys abutting the property to the middle of the alleys, and on the sidewalk areas, including any right-of-way area between the property line and the curb line or designated roadway must be kept clear of unattended vegetation. Unattended vegetation includes, but is not limited to, poisonous plants, shrubs, or unattended growths of shrubs, trees, seedlings, weeds, grass, or other vegetation that have reached a height of 6" inches or more.

Accumulation or storage of any rubbish, garbage, or other waste matter is not permitted if such materials are:

- ⊙ Offensive to sight
- ⊙ In a condition that fosters the propagation of rats, vermin, or flies and other insects
- ⊙ Otherwise unsanitary, prejudicial, or in any manner hazardous to the public health.

CONTACT: To report trashy yards or tall weeds, call Neighborhood Inspection Services, 720.865.3200, or report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

CONTACT: To report a curb or gutter in need of repair, call 720.913.4574.



City Processes for Neighborhood Issues, Concerns, and Complaints

B. Public Safety

1. COP Shops

Community Operated Policing Storefronts (COP Shops) offer a convenient and comfortable alternative to the Denver Police District Sub-Stations. The COP Shop objective, as partners with the Denver Police, is to bring policing closer to the people to help create safe and friendly neighborhoods. Trained volunteers can assist citizens with preparing offense reports and minor traffic accident desk reports.

COP Shops also provide Denver Police with access to computers to facilitate communications with their respective districts. Police presence at the COP Shops also serve to get volunteers to interact with them and learn more about activities in the neighborhood as well as the City as a whole.

COP Shops save the City of Denver tax money as they are non-profit organizations with their funding coming from donations and grants, and their staffing comes from dedicated volunteers.

Each COP Shop has different hours of operation, depending on the number of volunteers available at any given time. Please call the COP Shop nearest you for hours.

What Can Be Done at a COP Shop?

Trained volunteers can assist you in performing certain police functions such as preparing ordinary offense and desk reports or reporting serious criminal activity to the police or other law enforcement agencies.

Ordinary Offense Reports would cover:

- ⊙ Theft
 - Theft from motor vehicle
 - Malicious Mischief
 - Lost or stolen Cell phone, Billfold, Purse
 - Criminal Mischief
- ⊙ Desk Reports
 - Non injury automobile accidents
 - Non hit-and-run incidences
- ⊙ Reporting Serious Criminal Activity To Police
 - Domestic violence
 - Suspected drug activity
 - ID Theft

Note: All these incidences assume that the victim does not know the perpetrator. If the suspect is known, call the Police immediately. They will then handle the appropriate investigation and offense reports.

- ⊙ Child Fingerprinting
- ⊙ Bicycle Registration
- ⊙ Watch Your Car registration
- ⊙ Access Telephone Numbers for City Agencies
- ⊙ Victim's assistance Information
- ⊙ Crime Prevention and Safety Tips
- ⊙ Denver Zoning codes
- ⊙ Area Bus Routes and Light Rail Information



City Processes for Neighborhood Issues, Concerns, and Complaints

- ☉ Denver Police Department Announcements
- ☉ Educational Programs

Note: COP Shop hours vary from Shop to Shop.

CONTACT: District One COP Shops:

- Decatur Place Apartments, 1155 Decatur Street, 303.260.7321.
- 1490 Perry Street, located inside the 7-11 store.

CONTACT: District Two COP Shop: 3542 York Street, 303.297.3273

CONTACT: District Three COP Shop: 7150 Leetsdale Drive, #120A, 303.329.0500 (Fax: 303.329.0589)

CONTACT: District Four COP Shops:

- One Broadway, #A105, 720.865.2206.
- 3100 South Sheridan, #A-20, 720.865.2146.

CONTACT: District Five COP Shop: none.

CONTACT: District Six COP Shop: 851 Santa Fe Drive, 720.865.2240

CONTACT: To file a report online, visit www.denvergov.com/policereport/PoliceReport1.asp.

2. Public Nuisance Abatement

The purpose of Public Nuisance Abatement is to deploy all administrative and legal resources to:

- ☉ Deny criminals the use of real and personal property to further criminal activity;
- ☉ Obtain owner cooperation in removing the criminal element from specific addresses;
- ☉ Prosecute owners or seize property where owners have failed to cooperate.

It is important to understand that the PROPERTY AND/OR VEHICLE is always the suspect/defendant in public nuisance cases.

What the Public Nuisance Abatement Unit Does

- ☉ Complete investigations of DOCUMENTED public nuisance activity occurring on property or in a vehicle.
- ☉ Work with property owners of real property and seek voluntary compliance to abate criminal activity at that property.
- ☉ Present cases for forfeiture of property under Colorado Revised Statutes (CRS) to the District Attorney.
- ☉ Present cases for closure (temporary seizure) of property and cars for City ordinance violations to the City Attorney.
- ☉ Provide advice to all Officers regarding this ordinance.

What the Public Nuisance Abatement Unit Does NOT Do

- ☉ No covert investigations.
- ☉ Respond to barking dog complaints, weed/code/zoning complaints, noisy kid complaints, can't-stand-my-neighbor complaints, or general noise complaints.
- ☉ Cannot use calls for service, "I think" statements, cases without documentation or evidence collected, cases that occur in alleys, public streets, sidewalks, or public property.



City Processes for Neighborhood Issues, Concerns, and Complaints

A Public Nuisance is any property in or on which specific criminal activity occurs. There are two classes of public nuisances.

Class One Public Nuisances (DRMC, Chapter 37-50(c) 1-16):

- ⊙ Any gang-related criminal activity.
- ⊙ Any drive-by crime. (With drive-by shootings, any vehicle identified as being used in this type of activity can be seized.)
- ⊙ “Bootlegging”; i.e., manufacturing alcohol for sale or selling sealed containers of malt, vinous, or spirituous liquor or fermented malt beverages without a license.
- ⊙ Felony or misdemeanor theft by receiving.
- ⊙ Professional gambling, maintaining a gambling premise, or keeping of a gambling device or keeping a gambling record.
- ⊙ Prostitution of a child, soliciting for child prostitution, pandering of a child, keeping a place of child prostitution, pimping of a child, or inducement of child prostitution.
- ⊙ Prostitution, soliciting for prostitution, pandering, keeping a place of prostitution.
- ⊙ Sexual exploitation of children.
- ⊙ The unlawful transportation or storage of any property that is the subject of a felony theft, misdemeanor theft, or theft by receiving.
- ⊙ The storage or concealment of weapons or tools used in the commission of crimes of violence, drive-by offenses, or any weapons violations.
- ⊙ Three or more offenses within 365 days of selling or serving any malt, vinous, or spirituous liquor or fermented malt beverage to any person under lawful age or to a visibly intoxicated person. (Note: if a person presents false ID, it is not a public nuisance violation).
- ⊙ Unlawful manufacture, cultivation, growth, production, processing, sale, distribution, storage, use, transportation, or possession of any controlled substance, or imitation/counterfeit controlled substance, except for simple possession of less than 8 oz. of marijuana.
- ⊙ Unlawful manufacture, sale, advertisement, or distribution of drug paraphernalia.
- ⊙ Unlawful discharge, possession, carrying, flourishing, concealment, storage, use or sale of firearms, knives and/or assault weapons, dangerous weapons, or defaced firearms, or any offense relating to incendiary devices. (includes possession of a weapon by a previous offender).
- ⊙ Vehicular eluding, or eluding or attempting to elude a Police Officer.
- ⊙ Vehicles used by habitual traffic offenders (HTOs) who continue to drive after revocation of their driver's license for such offenses as drunk driving or vehicular manslaughter.
- ⊙ Vehicles used for molestation or indecent exposure.
- ⊙ Vehicles used for speed competitions (drag-racing).
- ⊙ Two or more offenses of disturbing the peace (DRMC, Chapter 38-89) within any 180 days. THERE MUST BE SIGNED COMPLAINTS BY TWO SEPARATE NEIGHBORS. (Note: It is difficult to enforce disturbing the peace offences under this ordinance. Enforcement under other ordinances is sometimes more effective.)

City Processes for Neighborhood Issues, Concerns, and Complaints

Class Two Public Nuisances (DRMC, Chapter 37-50[d] 1-2):

- ◎ Possession of injection devices.
- ◎ Two or more offenses with any 180 days of prohibited noises (DRMC, Chapter 38-101). THERE MUST BE SIGNED COMPLAINTS BY TWO SEPARATE NEIGHBORS. Domestic violence does not count, unless accompanied by other factors, such as disturbance of the peace such as loud noises, violent conduct, or obscenities. (Note: It is difficult to enforce prohibited noise offences under this ordinance. Enforcement under other ordinances is sometimes more effective.)

How is an Investigation Initiated and What is the Process?

- ◎ Most public nuisance investigations begin when citizens call the Police about suspicious or criminal activity. The initial investigation, completed by Patrol Officers, Neighborhood Police Officers, SCAT Unit Officers, and Detectives, generally documents the type of activity, initiates an arrest or a criminal investigation, and triggers a second response, which is the Public Nuisance Investigation.
- ◎ When documented public nuisance activity is found, the Public Nuisance Abatement Unit begin their investigation. It will include such areas as ownership, lien holders, who resides at the property, property conditions, and amount and type of criminal activity. The Nuisance Abatement Unit also determines if forfeiture under State Statute or prosecution under City Ordinance is appropriate. The Nuisance Abatement Unit notifies other City agencies if violations in health, building, zoning, or fire codes are observed.

Under the City Ordinance, the Nuisance Abatement Unit works with owners to get voluntary compliance with an abatement plan within a specific period. If an owner fails to cooperate, and there is another documented Public Nuisance violation, the Nuisance Abatement Unit presents the facts to the City Attorney for consideration of criminal and civil prosecution.

The main difference between the state law and the City ordinance on public nuisance abatement is that property can be forfeited under state law, whereas the maximum remedy in the City code is closure of the property for a minimum of one year and a maximum of three years. (Demolition can be ordered in extreme cases.) Forfeiture of property involves the confiscation of the property, which is then either put to government use or sold. The proceeds from sold property are placed in a government fund used for law enforcement purposes and the compensation of crime victims. For property to be forfeited, we must prove that the owner was involved in the criminal activity, or knowingly allowed it to occur. This is why the City ordinance is often used in connection with landlord-tenant situations, because many times the police cannot prove that the landlord knew about the tenant's criminal activities.

What does the Public Nuisance Abatement Unit need to help ensure a successful outcome?

- ◎ DPD Officers need to provide accurate information on offense reports, statements documenting specifics of what the public nuisance activity is (see above) and where it took place.
- ◎ MOST IMPORTANT, the Abatement Unit needs the names and relations of all parties present.



City Processes for Neighborhood Issues, Concerns, and Complaints



- ⊙ Signed complaints and witnesses who are willing to testify certainly help.

What are the Penalties for Maintaining a Public Nuisance?

- ⊙ A person faces criminal penalties under the City ordinance if convicted of maintaining a public nuisance. They range from a mandatory minimum fine of \$500.00 (none of which may be suspended) and one year in jail up to \$999.00 (none of which may be suspended) and one year in jail for repeat offenders.

CONTACT: To report criminal or suspicious activity, call the Police:

- ⊙ Emergencies: 911
- ⊙ Non-Emergency Dispatcher: 720.913.2000

CONTACT: Call your district office and talk with a Community Resource Officer, Supervisor, or Commander of your Police District:

- ⊙ District One Station, 1311 West 46th Avenue, 720.913.0400
- ⊙ District Two Station, 3921 North Holly Street, 720.913.1000
- ⊙ District Three Station, 1625 South University Blvd., 720.913.1300
- ⊙ District Four Station, 2100 South Clay Street, 720.913.0200
- ⊙ District Five Station, 4685 Peoria Street, 303.376.2300
- ⊙ District Six Station, 1566 Washington Street, 303.839.2100

CONTACT: For questions about which addresses are under public nuisance abatement, call the Public Nuisance Abatement Coordinator, 720.913.0548, or visit their website at: www.denvergov.org/Patrol_Division/template21630.asp. (**Note:** Also call this number if you know there is an abatement plan in place on a property and you observe that any of the above criminal activity has continued and is documented.)

CONTACT: Denver also has a Public Nuisance Abatement Oversight Committee. Their website is: www.denvergov.org/Boards_and_Commissions/template23721.asp

3. Safety and Crime Prevention

A primary concern of Denver residents is the safety of individuals, households, and businesses. The Denver Police Department focuses significant attention to neighborhood crime problems and the role the citizen must in play self-protection.

There are several crime prevention programs available to neighborhood residents through the State, City, and Denver Police Department. Several of these programs and activities are discussed here. Further questions should be directed to the Manager of Safety or the Police Chief.

Citizen's Police Academy

Since its inception in 1996, The Denver Police Citizen's Academy has trained hundreds of members of the community in seven separate series of classes. These academies are conducted approximately four times a year. The average class size is twenty-five. This eleven-week program (one night per week) is designed to familiarize the citizens of Denver with the policies and procedures of the Denver Police Department. This is a unique opportunity for citizens to learn about their Police Department and its Officers.

City Processes for Neighborhood Issues, Concerns, and Complaints

Participants in this program are provided classroom lectures and discussions on subjects ranging from Officer Safety to the Internal Affairs Bureau. The Academy Staff provide demonstrations in Arrest Control Techniques and Defensive Emergency Vehicle Operation. Officers from many other units assist in providing lectures and demonstrations regarding their particular unit's function.

CONTACT: Sergeant Matt Murray, 720.913.1038.

Crime Stoppers

An important safety program is Crime Stoppers. Crime Stoppers pays cash awards of up to \$2,000 to anyone giving the Police information that leads to the arrest or indictment of any criminal suspect.

You may be eligible to receive a cash award and your identity will be kept anonymous. Callers are issued code numbers when they provide information. When that information leads to an arrest, Crime Stoppers authorizes a bank to release the award money. Callers pick up the award from the bank using the code numbers for identification.

CONTACT: Crime Stoppers, 720.913.STOP (7867), or visit their website at: www.metro-denvercrimestoppers.com.

Denver Triad

The Denver Triad is a national cooperative program sponsored locally by the Denver Police Department, the Denver District Attorney, the American Association of Retired Persons, the Volunteers of America Retired and Senior Volunteer program, and the Denver Commission on the Aging.

Triad has only one mission, to help to keep seniors safe from crime and fraud. Community Resource Officers give mini-Triad crime prevention programs throughout the district along with the annual citywide event.

CONTACT: Your Police District's Community Resource Officer:

- ⊙ **District One:** Lieutenant Tony Lopez, 720.913.0552.
- ⊙ **District Two:** Technician Mike Rappe, 720.913.1095, or Technician Reyes Trujillo, 720.913.1094.
- ⊙ **District Three:** Technician Anthony Burkhardt, 720.913.1231, or Technician Mike Simpson, 720.913.1175.
- ⊙ **District Four:** Technician Rich Blea, 720.913.0278, or Technician Mark Roggeman, 720.913.0277.
- ⊙ **District Five:** Technician John Brown or Technician Mike Jimenez, 303.376.2300.
- ⊙ **District Six:** Technician Mark Jacobson, 303.839.3630.

Drug Prevention Strategies

The Denver Office of Drug Strategy offers resources on substance abuse and addiction. The focus of this office is in the areas of substance abuse and addiction prevention, intervention, treatment, transition, and recovery. This office provides:

- ⊙ Denver Treatment Resources
- ⊙ Drug Strategy 2004
- ⊙ Drug-Related Fact Sheets
- ⊙ Facts about substance abuse and addiction
- ⊙ National Substance Abuse News



City Processes for Neighborhood Issues, Concerns, and Complaints



CONTACT: The Denver Drug Strategy Coordinator, 720.944.2972, or visit their website at: www.denvergov.org/Drug_Strategies.

Emergency Preparedness

A discussion of the complex, inter-relationships between various City, Regional, and State agencies is beyond the scope of this Handbook. The contacts below can direct you to information to help you understand how you should prepare for a natural or other disaster and what to expect from the responding agencies in the event of a large-scale emergency.

CONTACT: Visit the City's website at: www.denvergov.org/jump_emergency.asp.

CONTACT: The City's Office of Emergency Management, 720.865.7600, to obtain a copy of the "*City & Count of Denver Citizen's All-Hazard Emergency Preparedness Guide*".

Identity Theft



Financial loss from identity theft is expected to reach \$73.8 billion in the United States by the end of 2006. Criminals need very little information to steal your identity. With only your Social Security Number (SSN), they can apply for credit cards, cell phones, loans, bank accounts, apartments, and utility accounts. Your garbage holds a plethora of information. Once your SSN or an account number hits the dumpster, your identity is floating among the discarded tea bags and orange peels, just waiting to be stolen.

One of the most frustrating aspects of identity theft is that, unlike other crimes in the United States, victims are guilty until proven innocent. Victims are responsible for clearing their names and protesting fraudulent debts.

To avoid the mess involved with clearing your name, follow these tips by Frank W. Abagnale. Mr. Abagnale, a reformed thief, is now a respected authority on identity theft and other forms of fraud and the author of "*Catch Me If You Can*", which details his criminal escapades.

These steps will help you reduce your risk of identity theft:

- ◎ **Guard your Social Security Number (SSN).** It is the key to your credit report and banking accounts and is the prime target of criminals.
- ◎ **Monitor your credit report at least yearly.** It contains your SSN, present and prior employers, and a listing of all account numbers, including those that have been closed, and your overall credit score. After applying for a loan, credit card, rental, or anything else that requires a credit report, request that your SSN on the application be truncated or completely obliterated and your original credit report be shredded before your eyes or returned to you once a decision has been made. A lender or rental manager needs to retain only your name and credit score to justify a decision.
- ◎ **SHRED ALL old bank and credit statements and "junk mail" credit card offers before trashing them.** Use a crosscut shredder. Crosscut shredders cost more than regular shredders, but are better.
- ◎ **Remove your name from the marketing lists of the three credit reporting bureaus** to reduce the number of "pre-approved" credit offers you receive.
- ◎ **Add your name to the name-deletion lists** of the Direct Marketing Association's Mail Preference Service and Telephone Preference Service used by banks and other marketers.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ☉ **Do not carry extra credit cards** or other important identity documents except when needed.
- ☉ **Place the contents of your wallet on a photocopy machine.** Copy both sides of your license and credit cards so you have all the account numbers, expiration dates, and telephone numbers if your wallet or purse is stolen.
- ☉ **Do not mail bill payments and checks from home.** They can be stolen from your mailbox and washed clean in chemicals. Take them to the post office.
- ☉ **DO NOT print your SSN on your checks.**
- ☉ **Order your Social Security Earnings and Benefits statement** once a year to check for fraud.
- ☉ **Examine the charges on your credit card statements** before paying them.
- ☉ **Cancel unused credit card accounts.**
- ☉ **Never give your credit card number or personal information over the telephone** unless you have initiated the call and trust that business.
- ☉ **Subscribe to a credit report monitoring service** that will notify you whenever someone applies for credit in your name.

CONTACT: To report credit fraud, contact all creditors in writing.

CONTACT: To fill out a ID Theft Affidavit, call the Federal Trade Commission, 877.438.4338.

CONTACT: To fill out a report of all fraud accounts, contact your Denver Police Department.

CONTACT: If your SSN has been used fraudulently, contact the Office of the Inspector General online at: www.ssa.gov/oig/hotline/index.htm.

CONTACT: You may need to change your driver's license number if someone is using yours as an ID. Go to the Department of Motor Vehicles to get a new number.

CONTACT: To prevent a con artist from using a utility bill as proof of residence when applying for new cards, contact your telephone and utility companies.

CONTACT: To obtain your credit report or to have a "fraud alert" placed on your credit report, contact:

Equifax Credit Info Services, Inc.
P.O. Box 740241
Atlanta, GA 30374
1.888.766.0008
Website: www.equifax.com

Experian
National Consumer Assistance Center
PO Box 2002
Allen, TX 75013
1.888.397.3742
Website: www.experian.com

Neighborhood Crime Watch & Operation I.D. Program

There are several qualifying requirements for those who wish to organize a Neighborhood Watch and Operation I.D. Program on their block or in their apartment complex. The requirements for a neighborhood are that at least 75% of the buildings, on both sides of a block across a particular street, or 75% of the apartments in a complex must participate. They must do the following:



City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Check out an electric engraving pen from the closest Police substation.
- ⊙ Mark all items considered important by the owner with the engraving pen. Engrave the SSN preceded by "CO" (the abbreviation for Colorado) upon all valuable household items. Businesses should engrave Federal IRS and Colorado tax numbers.
- ⊙ Acquire an Operation Identification Inventory form from the Community Services Section of the Denver Police Department. Complete, at least, the upper right hand corner of the form, but, preferably, fill in the description of the valuable personal property identified and engraved. Place this form in a safe and secure location.
- ⊙ Mail or bring the completed Neighborhood Watch card, individually or in block face groups, to the Community Services Section, Police Administration Building, 1331 Cherokee Street Denver, CO 80204.

Once the inventory forms are received, the block application is reviewed for compliance with the above requirements. If they are accepted for compliance, Community Services Section will:

- ⊙ Mail each participating home or business four window stickers to show participation.
- ⊙ Arrange to have the Neighborhood Watch street signs installed.
- ⊙ Respond to requests for speakers at Neighborhood Watch meetings to answer any questions.

CONTACT: Your Police District's Community Resource Officer:

- ⊙ **District One:** Lieutenant Tony Lopez, 720.913.0552.
- ⊙ **District Two:** Technician Mike Rappe, 720.913.1095, or Technician Reyes Trujillo, 720.913.1094.
- ⊙ **District Three:** Technician Anthony Burkhardt, 720.913.1231, or Technician Mike Simpson, 720.913.1175.
- ⊙ **District Four:** Technician Rich Blea, 720.913.0278, or Technician Mark Roggeman, 720.913.0277.
- ⊙ **District Five:** Technician John Brown or Technician Mike Jimenez, 303.376.2300.
- ⊙ **District Six:** Technician Mark Jacobson, 303.839.3630.

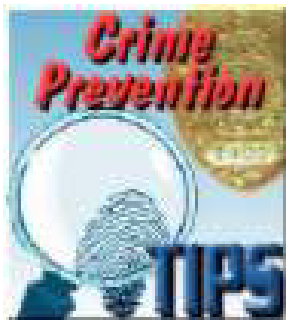
Personal Safety And Crime Prevention Tips

All too often, people fall victim to crimes that could have easily been prevented if simple precautions had been taken. These tips, from the Community Services and Crime Prevention Division of the Denver Police Department, point out many practical and tested ways in which you can protect yourself, your loved ones, and your property.

Walking

When you are out walking, be aware of your surroundings. A confident, purposeful attitude may lessen the chance of your being victimized. Here are some other tips:

- ⊙ Avoid dark streets. Walk on heavily traveled and well-lit streets.
- ⊙ Do not be tempted to accept rides from strangers.
- ⊙ Women; maintain a secure grip on your purses, preferably hold it under your arm.



City Processes for Neighborhood Issues, Concerns, and Complaints

- ☉ Walk near a curb and avoid passing close to shrubbery, dark doorways, and other places of concealment.
- ☉ Have your keys ready so that your house or car door can be opened immediately.
- ☉ If accosted by someone driving a vehicle, leave the area in the opposite direction. Then, go to the nearest dwelling or business to summon help.

At Home

In your home, most intruders enter by way of a door or a window. Make sure your doors, windows, screen doors, and windows have good locks; and keep them locked.

- ☉ Women who live alone should not list their names in telephone directories or on mailboxes.
- ☉ Safeguard your keys.
- ☉ Window shades should be drawn after dark. Leave lights on in two or more rooms to indicate the presence of other persons.
- ☉ Never let a stranger into your home. If help is requested, offer to call for them while they wait outside. Peepholes provide a safe means of seeing who is outside with-out exposing yourself to danger.
- ☉ Women should be cautious about entering an apartment house elevator or laundry room with a strange man.
- ☉ Should you receive telephone calls to the wrong number, never reveal your name, address, or telephone number. Notify the Police and telephone company of obscene calls.
- ☉ Demand identification and credentials from persons at your door. Don't judge by appearances. Authentic persons will be happy to comply.
- ☉ Under no circumstances should you let anyone know you are alone in the house, whether a person comes to your door or calls you on the telephone.
- ☉ Doors should be fitted with good quality pin-tumbler locks of the deadfall or the deadbolt variety.
- ☉ After moving into a new house or apartment, it is a good idea to change the door locks. Previous tenants or former employees may still have keys.
- ☉ When you go on a trip, don't advertise that your house is empty. Stop all deliveries.
- ☉ Make a list of the serial numbers on appliances, cameras, credit cards, and other expensive items. This will give you a better chance of recovering them if they are stolen.
- ☉ If a door or window has been forced or broken while you were absent, DO NOT ENTER OR CALL OUT. Someone may be still inside. Use a neighbor's telephone immediately to call the Police and wait outside until they arrive.
- ☉ Never assume that someone else has reported suspicious persons, occurrences, or vehicles to the Police. Do it yourself at once.
- ☉ Keep the Police non-emergency dispatcher telephone number by your telephone: 720.913.2000.



City Processes for Neighborhood Issues, Concerns, and Complaints

What to do if attacked

Whenever danger threatens, dial 911. In the event it's a false alarm, it is better to be a bit embarrassed than to be injured or killed.

- ⊙ Take no chances when your safety is threatened.
- ⊙ Screams for help have discouraged many criminals and often resulted in their capture.
- ⊙ If outside, flag down a passing car or at least make yourself seen by them.
- ⊙ Use any available object for a weapon.
- ⊙ If attacked in your home, attempt to get outside where your cries can be heard.
- ⊙ Dial 911 and leave the telephone off the hook if you don't have time to talk to the Police. The Enhanced 911 system in Denver registers the address of any incoming call. Help will be sent, even though you are not able to talk on the telephone.

Driving

When you are driving, don't let a criminal make you a victim in your car.

- ⊙ Never enter your car until you check to make sure it is empty.
- ⊙ Keep windows rolled up and doors locked.
- ⊙ Keep the car in gear while stopped at traffic lights and stop signs. If someone tries to get in, drive off. DO NOT WORRY about hurting the party. Think only in terms of what could happen to you if he got in with you.
- ⊙ Should your car become disabled in an isolated area, raise the hood and sit inside with the doors locked until assistance arrives.
- ⊙ Never pick up a stranger or hitchhiker.
- ⊙ If you think you are being followed, try to find help immediately. Drive erratically, blow your horn, pull into a gas station or police station and call for help.
- ⊙ Always park your car in a well-lit area when out at night.
- ⊙ A well-lit garage and front door entrance is a friend to an unescorted woman.



Police In The Community

Officers in the High Schools

The Denver Police High School Resource Officers have complex and diverse assignments requiring numerous talents and skills. They are assigned full-time to a specific Denver Public High School. They occupy a dual role in that they carry out the tasks and duties of a Denver police officer. However, they do so in a school context in conjunction with the school administration and staff and their particular needs.

Additionally, they work closely with our detectives and special units such as the Gang Bureau to identify suspects and associates in an effort to more effectively investigate and suppress crime. This often means relaying information to key people who follow up or it can mean contacting suspects and witnesses for a detective due to the HSRO's special relationship in the school.

They often employ counseling and mentoring skills to responsive students within the school. Providing advice and acting as a positive role model makes them an



City Processes for Neighborhood Issues, Concerns, and Complaints

invaluable liaison for both the department and the school.

Finally, their constant contact and involvement with kids, often in a non-threatening circumstance builds bridges between the Police department and the community they serve. They frequently become involved in school activities that extend well beyond the role of a Police Officer, such as athletics or fund raisers.

Neighborhood Police Officers (NPOs)

Neighborhood Police Officers (NPOs) are a significant aspect of Community Policing in the City & County of Denver. NPOs are responsible for investigating and addressing recurring problems within their assigned geographic areas.

To understand and address problems and quality of life issues, NPOs meet with neighborhood groups, community leaders, and individuals. NPOs help educate landlords and managers on methods of addressing drug problems in their apartment buildings. They organize special projects and work with other City agencies to manage problems and neighborhood issues.

Like Police Officers who used to walk a foot beat in a specific neighborhood, residents come to know the NPOs personally and use them as their primary point of contact with the City.

CONTACT: Your Police District's Neighborhood Police Officer:

- ☉ **District One:** All NPOs can be reached at 720.913.0400.
Joe Engelbert, Joe Hamel, Brian Jeffers, Scott Olin, Larry Subia, Joe Trujillo, Mario Vasquez, or Darryl Wigg.
- ☉ **District Two:** Lieutenant Michael Quiñones, 720.913.1048, can refer to you to the proper NPO.
- ☉ **District Three:**
 - North of Cherry Creek Drive:**
 - Lieutenant Scott Kaye, 720.913.1150, and NSCAT Sergeant Rick Bridges, 720.913.1172.
 - South of Cherry Creek Drive:**
 - Lieutenant Daryl Miller, 720.913.1151, and NSCAT Sergeant Kevin Bray, 720.913.1163
- ☉ **District Four:** All NPOs can be reached at 720.913.0200.
 - Sector One** (includes Barnum, Valverde, Athmar Park, and Westwood Neighborhoods):
 - Officer Marco Martinez and Officer Raul Silvas.
 - Sector Two** (includes Baker, Speer, West Washington Park, Platte Park, Rosedale, and Overland Neighborhoods):
 - Officer Bryan Tompkins and Officer Tim Schwindt.
 - Sector Three** (includes Mar Lee, Ruby Hill, Godsman, South Platte, College View, Harvey Park, Harvey Park South, and Bear Valley Neighborhoods):
 - Officer Paul Jimenez and Officer John Bronson.
- ☉ **District Five:** Officer Steve Warneke, 303.376.2319, and Officer Eric Nebel, 303.376.2304.
- ☉ **District Six:** Brian Kimberly, pager 303.208.4183, Chet Neal, 303.461.9874, Brian Norwell, pager 303.208.4179.



City Processes for Neighborhood Issues, Concerns, and Complaints

Community Resource Officers (CROs)

Denver Police have had Community Resource Officers (CROs) since 1986. CROs give crime prevention presentations to community groups, schools, churches, and businesses. The CROs also recruit and certify block captains for the Neighborhood Watch Program, as well as provide home and business security surveys.

The CROs attend neighborhood meetings and assist in solving problems. They have also provided landlord training which cover these four areas:

1. How to use Police resources.
2. Paperwork, e.g., screening tenants, leasing, and evictions.
3. Environmental concerns, e.g., property image, security, clean up, neighborhood peer pressure.
4. Recognition of gang/drug activity.

CONTACT: Your Police District's Community Resource Officer:

- ⊙ **District One:** Lieutenant Tony Lopez, 720.913.0552.
- ⊙ **District Two:** Technician Mike Rappe, 720.913.1095, or Technician Reyes Trujillo, 720.913.1094.
- ⊙ **District Three:** Technician Anthony Burkhardt, 720.913.1231, or Technician Mike Simpson, 720.913.1175.
- ⊙ **District Four:** Technician Rich Blea, 720.913.0278, or Technician Mark Roggeman, 720.913.0277.
- ⊙ **District Five:** Technician John Brown or Technician Mike Jimenez, 303.376.2300.
- ⊙ **District Six:** Technician Mark Jacobson, 303.839.3630.

Police Impersonators

With the advent of more advanced technology, people are able to purchase authentic-looking equipment; e.g., dashboard and headlight flashers, badges, etc., that some police impersonators are using in a fraudulent attempt to commit crimes against innocent drivers.

If you are driving and see an unmarked vehicle with flashers indicating that you are to pull over, you are within your rights to do the following to ensure your safety:

- ⊙ If you're unsure about the legitimacy of an Officer in an unmarked vehicle trying to make a traffic stop, turn on your hazard or flasher lights and proceed to a well-lit area or a location where there are other people present before you stop.
- ⊙ Every Officer should be in possession of a photo-issued identification card at all times. If the person stopping you is not in uniform or in a uniform that doesn't display a badge, ask for this ID card to be presented.
- ⊙ You can ask any Officer to have a marked Police car respond to the scene.
- ⊙ If the person is not able to answer your questions quickly, call 911 right away.
- ⊙ Do not get out of your car if you have concerns about the legitimacy of an Officer making a traffic stop.
- ⊙ Report any suspicious traffic stop to the Police.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ☉ Trust your instincts in any situation.

Remember, an authentic Police Officer will never object to a request for verification.

Safe City Programs

After the now infamous “Summer of Violence” in the early 1990’s, citizens and civic leaders began meeting to address the issue of youth-related violence. As a result of community input and concern, former Mayor Webb and the Denver City Council created Denver’s Safe City Office (SCO) whose mission is to help prevent/reduce violence by, and against, youth. SCO began operating Denver’s curfew, grant allocation, and youth employment programs in 1994 and has since become an integral part of Denver’s public safety plan while expanding its programs to better serve Denver’s youth and families. SCO partners with government, private, civic, business, and non-profit and community-based organizations to serve nearly 4,000 youth/families each year.

Safe City sponsors the following programs:

- ☉ **School-Based Diversion:** Provides school-based prevention and early intervention services for youth and their families. The purpose of the School-based Diversion program is to address at-risk behavior and to prevent victimization and/or perpetration of violence or crime on school grounds.
- ☉ **Promoting Academics and Character Education (PACE):** A partnership between Safe City, Denver Public Schools (DPS), and Catholic Charities. The goal of the program is to provide an alternative placement to out-of-school suspension while providing the student with life skills education aimed at preventing future disciplinary incidents. The program is available to any DPS middle school student who has been suspended and has a pending expulsion hearing.
- ☉ **Municipal Juvenile Diversion Program:** This Diversion program serves both 191J Municipal Juvenile Court and the Central Denver Community Court. Juveniles with little or no previous court involvement, and are approved by the City Attorney, are eligible to participate in the program. Youth and their parent/guardian meet with a Diversion counselor to complete the intake which will help determine Diversion requirements. If all requirements are completed, the ticket will be dismissed and no conviction will appear on the juvenile’s record.
- ☉ **Safe Nite Curfew and Diversion:** Attempts to reduce the youth’s risk of becoming perpetrators or victims of crime and/or violence during curfew hours. The program also helps limit the number of cases heard in Municipal Juvenile Court (191J) and puts patrol officers back on the streets to patrol our neighborhoods. The SafeNite Curfew program operates April through September and is housed at the Denver Police Administration Building located at 1331 Cherokee Street. Youth contacted after curfew hours (Sun-Thurs 11 p.m./Fri & Sat midnight) are brought to the curfew site and issued a citation. If the youth meets the eligibility criteria for Diversion, he/she is offered that option at the site and meets with a Diversion counselor. If Diversion requirements are completed, the case is dismissed.
- ☉ **Youth Employment:** The goal of the Mayor’s Youth Employment Program is to expose youth to future employment opportunities that are available to them if they remain in school and to develop a strong work ethic. SCO ensures that 400 youth between the ages of 14 – 18 are

City Processes for Neighborhood Issues, Concerns, and Complaints

given the opportunity to work each summer. In 2004, SCO placed over 450 youth with City, State, and Federal agencies, as well as non-profit and for-profit businesses throughout the metro area. Each youth receives job readiness training to develop positive work skills that will be carried over to the workplace. SCO also provides supervisor/mentor training for all employers who hire a youth. Additionally, each employer and youth is assigned an Employment Counselor to help ensure a positive work experience. In 2004, over 98% of participating youth successfully completed the program.

- ◎ **Youth Leadership Team:** Allows youth to meet the Mayor, City Council, and other local and national leaders to exchange ideas on anti-violence issues selected by the youth. Youth are taught skills to assist them with making significant contributions to solving problems within their community. YLT combines employment, peer-centered activities, peer mentoring, and community service learning projects as the focus for successful youth development. As part of this project, youth are responsible for planning and hosting our annual Youth Summit. The Youth Summit provides a forum for young people to work with civic, business, and non-profit leaders to identify issues impacting youth and problem solve solutions in roundtable discussions. Over 7,000 youth have attended the annual Youth Summit since 1994.

CONTACT: Safe City Office, 720.913.4620 or 720.913.6026, or visit their website at www.denvergov.org/safecity.



Safe Haven Law

Colorado's Safe Haven Law permits parents to take their newborn infants to a hospital emergency room or fire department to relinquish custody if the parents decide they are unwilling or unable to adequately care for their child.

Infants brought to these havens must be less than seventy-two hours old and must be unharmed.

CONTACT: Any Fire Station or area hospital, or call Colorado Safe Haven at 1-866-694-2229.



Sex Offender Registry

The DenverGov.org website lists registered sex offenders, along with their last known address. The website also contains links to the Colorado Sex Offender Registry and Internet posting, which includes only those persons who have been required by law to register and who are in compliance with the sex offender registration laws.

CONTACT: The Denver Sex Offender Registry, visit www.denvergov.org/Police/template115558.asp.

CONTACT: The Colorado Bureau of Investigations list of high-risk registered sex offender, visit www.sor.state.co.us/default.asp.

Sheriff Department

The Denver Sheriff Department is unique in all of Colorado. The Department was created December 2, 1902 with the creation of the City and County of Denver. On January 1, 1904, article XX (the Rush Amendment) of the Colorado Constitution establishing a home rule form of government in Denver was found constitutional. The boundaries of the City of Denver became the same as that of the County of Denver.



City Processes for Neighborhood Issues, Concerns, and Complaints

Due to this action, Denver's "founding fathers" did not feel a need for two law enforcement bodies within the same jurisdiction. Since the Denver Police Department was already performing the patrol duties in the City, and the Arapahoe County Sheriff did not patrol in Denver, it was decided that the sheriff office of Denver would only perform the duties as defined by State law.

Denver Deputy Sheriffs were assigned only to the courts and jails, and this remains the primary function of the department today. The Denver Sheriff Department became a component of the Department of Safety and is responsible to the Manager of Safety. Not having an elected Sheriff, the department is directly supervised by Director of Corrections, who is also the Undersheriff.

Denver's Manager of Safety oversees the City's law enforcement and safety divisions, including the Denver Police, Fire, and Sheriff Departments.

The Department of Safety Manager administers the City's \$285 million public safety budget. He provides policy direction and analysis of the City's safety initiatives and combined computerized dispatch systems.

With two different and distinct jails, security detail for the District and County court system, state transportation, a Community Correction facility, security at Denver Health Medical Center, and Administrative Services, the Denver Sheriff Department maintains a high level of professionalism in dealing with the ever increasing inmate population.

CONTACT: For inmate information, call the Sheriff Department, 720.913.3600.

CONTACT: The Civil Division, 720.865.9556.

CONTACT: The Pre-Arrestment Detention Facility, 720.913.3600.

CONTACT: The Vehicle Impound Facility, 303.295.4360.

CONTACT: To report an abandoned or illegally parked vehicle on public right-of-way, call the Denver Sheriff Department Abandoned Vehicle hotline, 303.295.4367.

Traffic Cams

The City operates several traffic cams throughout the City. You can check real-time (images refreshed every 10 minutes) traffic and weather conditions online before you start your drive, allowing you to be prepared for whatever driving conditions you may encounter.

CONTACT: Visit www.denvergov.org/traffic.

Victim Assistance and Compensation

Through the Victim Services 2000 program at the Denver District Attorney's Office, the online directory has integrated such services as food, shelter, and medical needs. If you are in crisis and need immediate help, please call one of the 24-hour hotline numbers listed below:

CONTACT: For victims who speak Pacific rim languages, call the Asian Pacific Development Center, 303.393.0304.

CONTACT: For victims in the gay, lesbian, bi-sexual, and transgendered community, call Colorado Anti-Violence Program, 303.852.5094.

CONTACT: For victims of crime within the City and County of Denver, whether or not they live in Denver, call the Denver Center for Crime Victims, 303.894.8000.



City Processes for Neighborhood Issues, Concerns, and Complaints

CONTACT: Family Crisis Line: Denver Department of Human Services, 720.944.3000.

- Youth/Family/Children's Services
- Adult Protection Services
- Child Abuse

CONTACT: For recent rape victims and victims of childhood sexual abuse, call the Rape Assistance and Awareness Program, 303.322.7273. This Program also provides public education programs for elementary/middle/high schools and community organizations.

CONTACT: For victims of domestic violence, call Safehouse Denver, 303.318.9989. Safehouse provides a shelter, counseling, and an outreach center.

CONTACT: Servicios de la Raza, 303.458.7088.

CONTACT: The 24-Hour Nurse's Line: Denver Health Medical Center 303.739.1211, for answers to medical questions and advise on whether symptoms warrant immediate attention or a visit with a physician.

CONTACT: Victim's Services Network at www.vs2000.org/index.html.

Weapons Watch

This program is an outgrowth of the Crime Stoppers. School children can call the Crime Stoppers telephone number and report weapons that are brought to school. Crime Stoppers pays \$100 for information regarding guns and \$50 for knives.

CONTACT: Crime Stoppers, 720.913.STOP (7867), or visit their website at: www.metro-denvercrimestoppers.com.

C. Liquor and Cabaret Licensing



1. Liquor License Procedures

Liquor and cabaret licenses can affect the quality of life in neighborhoods, either for the better or worse. Neighborhood groups should be familiar with how the licensing process works.

This procedure shall be followed in all new applications and transfers of locations under the Colorado Liquor Code and the 3.2% Beer Act:

1. A completed application for both the City and the State shall be filed with the Department of Excise and Licenses in printing (black ink) or typewritten form. Applications that are not printed in black ink or typewritten will be rejected. All documents, unless otherwise indicated, must be filed in **DUPLICATE**. Photocopies are acceptable. No hearing will be scheduled until the application is complete in all respects.
2. All applications shall include the following:
 - ⊙ **Application Fee.** Certified funds (cash, money order, cashier's check, or an attorney's business account check) payable to the Denver Manager of Revenue; \$500 for new applications; \$500 for transfers of location. (**Note:** Personal or business checks will not be accepted for these purposes.)
 - ⊙ **Lease or Deed** showing evidence of applicant's right to possession of the premises sought to be licensed. (Lessee must be the same as applicant.)
 - ⊙ **Zoning Use Permit.** The Zoning Department is also located at 201 West Colfax Avenue, Dept. 205.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ **Three (3) Maps** of the area. Maps are obtained from the Reproduction Dept., 201 West Colfax Avenue, 3rd floor, 720.913.4600.
- ⊙ **Plot Plan and Detailed Sketch** of the perimeter and interior of the premises. The floor plan drawing is to be on paper 8 1/2 x 11 inches, showing in detail all of the fixtures and furniture as they will appear when the premises are completed. The kitchen will show the range, refrigerator, sinks, dishwasher, and any other fixtures or equipment to be installed and used. Dimensions must be indicated on the floor plans. The “licensed premises” must be outlined in red.

3. In addition, the following are required:

- ⊙ All persons listed on the application are required to be fingerprinted. Fingerprints are taken in the Department of Excise and Licenses, Monday through Friday, 9 a.m. to 4 p.m.
- ⊙ If the applicant is a corporation, the applicant must provide a copy of the articles of incorporation; corporate minutes showing the election of officers and directors, and a resolution to make application for a liquor license; a certificate of good standing or, if a new corporation, a stamped copy of the articles of incorporation.
- ⊙ If the applicant is a partnership, other than a husband and wife partnership, a copy of the partnership agreement must be provided.
- ⊙ If the applicant is a limited liability company, a stamped copy of the articles of organization and a copy of the operating agreement must be provided.
- ⊙ A completed financial questionnaire.

4. Public Hearing. Both the applicant(s) and the protester(s) may present petitions and testimony relating to the needs of the neighborhood and the desires of the inhabitants and the reasonable requirements thereof. Each side will be limited to three witnesses in addition to the applicant and one representative of each RNO whose boundaries include the proposed location. The applicant has the burden of proof to make a prima facie case that the neighborhood needs and desires the applied for license, and that the morals of the neighborhood will not suffer as a result of the application. Once the applicant has presented its case, protestants, if any, may introduce evidence in opposition to the license application.

CONTACT: Visit www.denvergov.org/Liquor_Licensing/template14741.asp for more information on the public hearing process and requirements.

CONTACT: Visit www.denvergov.org/Excise_and_Licenses/template113608.asp to see a listing of upcoming liquor application hearing businesses and dates.

5. Public Hearing Procedures

- ⊙ Hearings are conducted by a hearing officer.
- ⊙ Question to be decided is whether there is a need for the license in the neighborhood and whether the inhabitants desire the license to issue. Reasonable requirements of the neighborhood are considered.
- ⊙ At the hearing, petitions are presented and testimony taken for and against the license. Each side may present 3 witnesses and all other people who appear may testify for or against as a group. Also any representatives of RNOs in the affected area may testify on behalf of the neighborhood group; generally, the testimony should include whether a

City Processes for Neighborhood Issues, Concerns, and Complaints

vote was taken, how many people voted, when the vote was taken, and how many people the group represents.

- ⊙ Matters considered:
 - Number of signatures for and against;
 - Strength and credibility of witnesses;
 - Number of people appearing at the hearing;
 - Number of outlets in the area;
 - Type and uniqueness of applicant; and
 - Other matters the hearing officer believes are relevant.
- ⊙ Neighborhood groups may propose to an applicant that certain conditions be placed on the license. There is no requirement that an applicant agree to conditions and no provision for such agreements to be enforceable by the Department unless they result from or arise during disciplinary proceedings.

6. **Petitions** may be circulated as follows:

- ⊙ On forms to be prepared by the applicant(s) or protester(s) in conformity with a sample form provided by the Department of Excise and Licenses.
- ⊙ In the neighborhood as designated on the maps.
- ⊙ Beginning the second day following the first day of posting to give all interested persons equal opportunity to begin circulation of petitions. Petitions circulated prior to this time will not be accepted.
- ⊙ All signatures must be affixed to the petitions in the presence of the circulator of the petition.
- ⊙ Persons signing petitions should:
 - Sign only their own name and address and the date signature was applied.
 - Indicate if they are twenty-one years of age or older.
 - Not sign any other petition. (Persons desiring to change their position should appear at the hearing and ask to have their names stricken.)
 - Persons signing petitions must be residents of the designated neighborhood or the owner(s) or manager(s) of a business located therein. (For liquor, see CRS Section 12-47-136(5)(b); for 3.2% beer, see CRS Section 12-46-117(4).)
 - Petition circulators need not appear at the hearing if such petition is filed with the Department of Excise and Licenses five days prior to the hearing and the petition circulator signs an affidavit which will be provided by the Department of Excise and Licenses. Otherwise, petition circulators must appear and testify at the hearing if the petition are to be accepted.
 - Petitions not meeting the requirements of these instructions will not be accepted.
 - Persons signing petitions may be subject to subpoena.

CONTACT: Visit www.denvergov.org/Liquor_Licensing/template14740.asp for more information on petition requirements.

7. **Witnesses** must meet the same qualifications as the persons signing petitions (see number 5 above). A representative of an RNO may testify regarding an official position taken by the organization.

City Processes for Neighborhood Issues, Concerns, and Complaints

8. **Other Matters.** Letters or resolutions urging the approval or denial of an application may be sent to the Director's attention.
9. **Evening Hearings.** The Department recognizes the fact that it is difficult for many residents of the affected area to attend a hearing during daytime hours. To accommodate these citizens, a procedure has been instituted that allows citizens to apply for an evening hearing. Such hearing will begin at 6 p.m. on the same date it was originally scheduled to take place. Any party desiring an evening hearing must make application for such at least 20 days prior to the hearing and must be in the form of a petition prepared by the department. A minimum of 20 valid signatures is required by residents or owners/managers of businesses in the designated area, each of whom is over 21 years of age. Petitions for an evening hearing will not be considered in support of, or in opposition to, the issuance of the license. The decision as to whether or not to grant an evening hearing is within the discretion of the Director. Evening hearings will be scheduled only for hearings on new applications and modifications of existing licenses. Forms for such application are available at the Department of Excise and Licenses.
10. The **hearing officer makes a recommended decision** to Director and the Director makes final decision. If the hearing was contested, the Director generally allows 10 days for objections. Final decision is issued by the Director. State approval is required for any liquor license. The state liquor enforcement division actually issues the license. Decision can be reviewed by Denver District Court judge if appeal is filed within 30 days after final decision.
11. **Renewals of Liquor License:**
 - ⊙ Every license comes up for renewal annually. Neighborhood groups are not given notice of renewal dates, but the information can be obtained by calling the Department of Excise and Licenses.
 - ⊙ Typically hearings are not held for renewals; however, they may be held if at least 5 letters are received by the Department outlining specific problems at an establishment that are grounds for non-renewal.
 - ⊙ These letters need to be received at least 30 days prior to the renewal date.
 - ⊙ Grounds for non-renewal include:
 - Violations by the licensee of the liquor code, rules and regulations, or city, state, or federal law;
 - Violations by the licensee of any conditions placed on the license in prior disciplinary proceedings or which arose in the context of potential disciplinary proceedings;
 - Evidence that the licensed premises have been operated in a manner that adversely affects the public health, welfare, or safety of the immediate neighborhood which evidence must include a continuing pattern of fights, violent activity, or disorderly conduct.
12. **Transfers of Liquor Licenses:**
 - ⊙ Licensees may transfer a liquor license to a subsequent owner; premises must be posted and applicable RNO(s) are notified of application.
 - ⊙ A hearing can be held, but the only issue to be considered is the character and record of the new owner pursuant to the State law.
13. **Modifications of Premises:**
 - ⊙ Any change or expansion of a liquor licensed facility must be approved by the Department.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Notification of requested modifications are given to applicable RNO(s).
- ⊙ Hearings are not generally held but may be held if neighborhood residents object to the proposed modifications.

14. Cabaret Licenses:

- ⊙ Cabaret licenses are required for a liquor-licensed establishment to offer any recorded or live entertainment or dancing.
- ⊙ Cabaret licenses are governed by City law only and conditions can be placed on these licenses without the agreement of the licensee.
- ⊙ Procedures for obtaining a cabaret license are generally the same as for the liquor license and they are often processed at the same time.

CONTACT: Visit www.denvergov.org/Liquor_Licensing/3173791template1jump.asp for more information on cabaret license process and procedure.

15. Enforcement:

- ⊙ A Denver Police Department Detective is assigned full time to the Department of Excise and Licenses.
- ⊙ If there are problems with an establishment, there are several enforcement avenues available:
 - The Detective will investigate complaints and order the owner to come into the Department of Excise and Licenses and respond. Agreements addressing the concerns are often worked out in these meetings.
 - The Department can issue a “show cause” order to the licensee outlining the basis for action against a license. The matter may be settled by stipulation or a hearing may be held.
 - If a show cause hearing is held, testimony is taken, and exhibits introduced and a hearing officer recommends action, which may range from a short closure to suspension or revocation of the license. The Director makes the final decision.
 - A summary suspension for up to 15 days is available for egregious violations.

CONTACT: To report liquor license violations or complaints, call the Department of Excise and Licenses, 720.865.2740, and the Denver Police Department Detective, 720.865.2742.

2. Liquor License Mediation Procedures

The vast majority of restaurants, bars, liquor stores, and other establishments that serve or sell alcohol conduct business responsibly and endeavor to be “good neighbors” to adjacent residential neighborhoods. But residents do have options, should a nearby establishment be the source of problems for the neighborhood.

When the Department receives one or more complaints or statements of problems caused by a liquor licensed establishment from neighbors or business owners or managers in the area designated in the original hearing for the license, the Director will review the nature of the complaints or problems and make a determination as to whether any action should be taken concerning the complaints. The Director may take any one of the following actions:

- ⊙ No action;
- ⊙ Refer the matter to the Denver Police Department detective assigned to Excise and Licenses for further action;

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Schedule the matter for a show cause or renewal hearing with no opportunity for mediation (generally reserved for liquor code or municipal code violations); or
- ⊙ If the complaints are of a nature that could be resolved through mediation, the Director will offer the licensee the option of engaging in mediation prior to further action.

If the mediation option is accepted, the mediation procedure is as follows:

1. The mediation is scheduled. Mediation will be scheduled between the licensee and the complaining parties. The mediation will be handled by a Department hearing officer, who will be different from any hearing officer who subsequently handles any show cause or renewal hearing that arises from the same complaints.

- ⊙ Mediation can be held at the Department or at a location convenient to both sides.
- ⊙ Either side may be represented by an attorney although representation is not necessary.
- ⊙ Either side may have as many people attend the mediation as desired, but the mediator may limit the number of people who may speak.
- ⊙ The mediator will have the authority to conduct the mediation as he/she determines.

2. Results of Mediation:

- ⊙ Goal – The goal of mediation is to arrive at mutually agreeable resolutions to the issues at hand. The mediator has other options as discussed below.
- ⊙ Agreement – If the parties are able to come to agreement, the agreement will be put into writing and signed by both parties. The agreement will be submitted by the mediator to the Director for approval with any comments. If the Director approves the agreement, it may become a part of the licensee's license(s), either liquor or cabaret or both, and may be enforceable by the Department at the discretion of the Director. The mediator, as well as either side, may submit comments regarding the agreement to the Director at the same time the agreement is submitted or within 5 days thereafter.

If the Director does not approve the agreement, it will be returned to the mediator with a written document explaining why it was not approved, and the mediator will reconvene the parties to discuss resolution of the problem(s) with the agreement. If they can be resolved, the agreement will be resubmitted to the Director for approval. If they cannot be resolved, the mediator will explain to the Director in a written statement why the parties were not able to resolve the issues. The Director will then take appropriate action.

- ⊙ No Agreement – If the parties are unable to come to an agreement, the mediator has several options:
 - The mediator can recommend that the Department set a show cause or renewal hearing.
 - The mediator can recommend that no further action be taken with respect to the complaints.
 - The mediator can recommend other options.

The mediator will relay his/her recommendations and the reasons therefore to the Director in a written document which will be sent all

parties. If either side disagrees with the recommendation of the mediator, a representative of either side may submit written objections or suggestions to the Director within 5 days of the date of the mediator's report. The Director will make the final decision as to the next course of action.

3. **Show Cause or Renewal Hearing.** If the matter goes to hearing, it will be conducted by a different hearing officer than the one who handled the mediation in the normal fashion as though no mediation had occurred. All discussions at the mediation procedure shall remain confidential and shall not be disclosed to the hearing officer who presides at the hearing. Statements made at the mediation procedure shall not be admissible evidence for any purpose in any other proceeding. The hearing officer who conducted the mediation procedure may be subpoenaed as a witness at the hearing.

D. Land Use and Zoning



1. Community Planning and Development (CPD)

The Department of Community Planning and Development (CPD) has primary responsibility for the planning and regulation of development on private property. It is the mission of the Department of Community Planning and Development to guide and promote the planning, building, and maintenance of an outstanding Denver (see page 131 for an “org” chart). CPD has three primary functions:

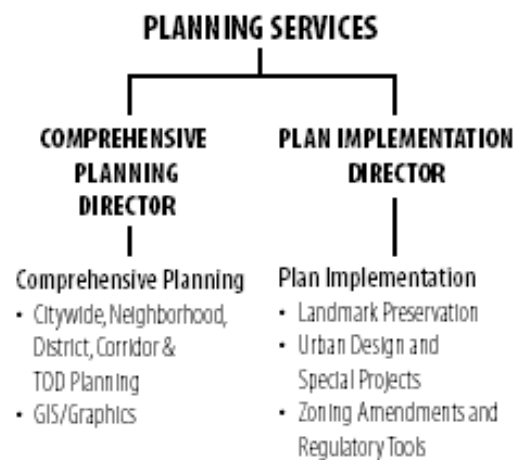
- ⊙ Planning;
- ⊙ Permitting; and
- ⊙ Inspection.

Planning Services

The Planning Services Division of Community Planning and Development engages the community through a wide range of activities incorporating diverse processes and tools at a variety of scales. The commitment of Planning Services is to build healthy and diverse communities by striving for an equitable quality of life that embraces the physical, economic, cultural, and social values that create a pleasing and sustainable environment in which all citizens can live and work. The primary functions within Planning Services are Comprehensive Planning and Plan Implementation.

Comprehensive Planning

The Comprehensive Planning section engages in long range planning on a city-wide basis as well as undertaking small area and corridor planning activities. The section includes GIS mapping and analysis capabilities. The following is a brief summary of several key efforts related to Denver neighborhoods that have been developed by CPD.



City Processes for Neighborhood Issues, Concerns, and Complaints

Denver Comprehensive Plan 2000

In 2000, the Denver City Council adopted the *Denver Comprehensive Plan 2000* (Plan 2000). This plan is the “effort of hundreds of these residents, looking through their differing lenses, to agree on the City's long-term purposes, to think through Denver's special inheritance and its effect on those purposes, and to suggest strategies that will buy that inheritance as much long-term insurance as possible to sustain it for the future.” Plan 2000 establishes a vision for Denver's future that is summarized as “A city that is livable for its people, now and in the future.” Various City departments subsequently prepare detailed plans that are adopted by City Council as supplements to the Comprehensive Plan. These include the *Parks Game Plan*, the *Pedestrian Master Plan*, and the *Bicycle Master Plan*, as well as *Blueprint Denver*.

CONTACT: The Plan 2000 can be found online at www.denvergov.org/planning.

Citywide Plans and Blueprint Denver

Primary among the plans adopted by City Council as supplements to Plan 2000 is *Blueprint Denver: An Integrated Land Use and Transportation Plan*. Blueprint Denver “...develops a comprehensive approach to address all the components needed to achieve a livable city. Blueprint Denver examines the links between land use and transportation from a citywide perspective. This plan explores existing Denver ordinances and regulations, recommends steps to improve these regulatory tools and provides a framework for implementing these measures. In this way, Blueprint Denver bridges the gap between the general policies in the Plan 2000 and the detailed implementation measures that follow.”

Blueprint Denver has three major themes that are briefly described below:

- ◎ **Areas of Change and Areas of Stability.** Direct growth to Areas of Change while preserving the character of Areas of Stability. Areas of Stability include the vast majority of Denver and are primarily the fairly stable residential neighborhoods where no significant changes in land use are expected over the next twenty years. The goal is to maintain the character of these areas and accommodate some new development and redevelopment that maintains the vitality of the area. The majority of new development will be directed to Areas of Change; areas that will benefit from, and thrive on, an infusion of population, economic activity and investment. These areas include the new growth areas of Lowry, Stapleton, the Gateway area, downtown, around transit stations, and along major street and/or transportation corridors.
- ◎ **Multi-Modal Streets.** Improving the function of streets is vital and must be viewed as a means to move people; not just cars. Multi-modal streets are defined as streets that can comfortably accommodate multiple modes of transportation, including public transportation, pedestrians, and bicycles as well as private vehicles. Multi-modal streets accommodate more trips by more people in the same amount of space by improving transit and providing better pedestrian and bicycle facilities. Multi-modal streets consider all types of transportation to be equally important, helping mixed-use development become successful as well as reducing traffic congestion.
- ◎ **Mixed-Use Development** refers to urban places where residential, retail and commercial uses are intertwined, including downtown, corridors such as along main streets, transit-oriented development around rapid transit stations, town centers, and other urban centers.

City Processes for Neighborhood Issues, Concerns, and Complaints

Returning to communities where people can walk or take transit for their daily errands, or drive with shorter and less frequent car trips will provide more choices for Denver residents, employers, and visitors.

CONTACT: Blueprint Denver can be found online at www.denvergov.org/planning.

Neighborhood Profiles, Assessments, and Small Area Plans

In addition to citywide plans, CPD employs a range of planning tools to monitor and guide the ongoing health and quality of specific areas within our community.

- ◎ **Neighborhood Profiles.** CPD annually updates information at the neighborhood level in the form of Neighborhood Profiles. Neighborhood Profiles collect basic demographic information based on Denver's statistical neighborhood boundaries. They include current housing, economic, education, health, and crime data. This information is gathered and made available cooperatively by the Piton Foundation and Community Planning and Development. This source describes current information, and provides trend information on some indicators.
- ◎ **Assessments.** Based on an analysis of this and other information, the Comprehensive Planning Section of Community Planning and Development may initiate Assessments of selected neighborhoods (or other small areas). These assessments utilize public involvement as well as data analysis to understand conditions and trends and establish the appropriate course of action for planning-related activities. In some cases, CPD may recommend that a Small Area Plan be undertaken based on the significance of the issues or opportunities identified in the Profile and/or Assessment.

Profiles and Assessments are important evaluative steps and are typically completed before Small Area Plans are initiated.

CONTACT: Visit www.Piton.org and www.denvergov.org/Census.

- ◎ **Small Area Plans.** A Small Area Plan is any plan that addresses the issues of a portion of the city. Small Area Plans can cover as few as 10 acres or as many as 4,500 acres (the size of Stapleton and the Gateway). Plan 2000 outlines a number of criteria to establish priorities for small area planning:
 - Evidence of disinvestment, deteriorating housing, and high vacancy, unemployment and poverty rates.
 - Significant change is occurring or anticipated.
 - Public facilities and/or physical improvements need to be addressed.
 - Opportunities for substantial infill or redevelopment are present.
 - Opportunities arise to influence site selection, development, or major expansion of a single, large activity generator.
 - Opportunity for development in conjunction with a transit station.
 - Important criteria that more specifically address the goals of Blueprint Denver include:
 - * Creating opportunities for appropriate development in Areas of Change.
 - * Stabilizing conditions that threaten Areas of Stability.
 - * Promoting public investments that increase transportation choice.

There are three Primary Types of Small Area Plans. A Small Area Plan may take the form of a **Neighborhood Plan**, **District Plan**, or **Corridor**

City Processes for Neighborhood Issues, Concerns, and Complaints

Plan. These plans are substantial documents developed through an intensive public process over an extended period of time. The product becomes a supplement to Denver's Comprehensive Plan; however, it is not a regulatory document in, and of, itself. A Small Area Plan is a statement of policy and serves to delineate the guidelines used for future land use decisions in an area of the City and County of Denver. The policy recommendations identified in a Small Area Plan are implemented through ordinances and regulations as described under "Plan Implementation" on page 60. A Small Area Plan is the product of studied problem definition, thoughtful deliberation, appropriate research, and the full exploration of issues jointly by City staff and the neighborhood. A Small Area Plan is considered the common voice of the City and community in guiding public or private actions.

Neighborhood Plans

Denver includes many primarily residential neighborhoods that have unique qualities. Citizens and RNOs play a significant role in helping to develop these plans. Neighborhood plans are often initiated in response to changing conditions. Neighborhood plans focus primarily on land use and transportation. Additional details on neighborhood planning are provided below.

CONTACT: For assistance developing an area or neighborhood plan, call Community Planning and Development, 720.865.2915, and ask for Planning Services.

District Plans

There are many different types of Districts, such as a hospital or educational campus, downtown, a town center, or the area around a transit station. With the completion of T-REX (scheduled for late 2006) and the approval of FasTracks in 2004 by voters, Denver has numerous transit stations that can accommodate intensive mixed-use development to take advantage of the mobility provided at transit stations; e.g., a station area plan for the station at Colorado Boulevard and I-25 and the proposed station at 40th Avenue and 40th Street.

CONTACT: To view an example district plan online, visit www.Denvergov.org/rivernorth.

Corridor Plans

Corridors are of many different types, including streets such as Colfax, transit corridors such as the East corridor where trains will go from Denver Union Station to DIA, and open space corridors such as along the South Platte River.

CONTACT: To view an example of a recently adopted corridor plan, visit www.denvergov.org/eastcolfax.

Role of Small Area Plans

It is important to understand the role of Small Area Plans. Small Area Plans are adopted as policy guides; however, they are not land use regulations in themselves. They are intended to be used by:

- ⊙ City agencies and departments to guide policy related to public infrastructure and amenities as well as land use regulations.
- ⊙ Private developers to identify opportunities for development consistent with the communities planning objectives and priorities; and by

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Neighborhood residents and businesses to define and promote their goals for the physical, economic, and environmental future of the area.

The process for preparing a Small Area Plan is led by a CPD planner and is based on broad community participation. While there are many steps involved in the preparation of a plan, the process typically includes four primary phases:

- ⊙ Analysis
- ⊙ Visioning
- ⊙ Preparation of the Draft Plan and Implementation Strategies
- ⊙ Final Plan Review and Adoption

Plan Adoption

All of the types of plans described previously are developed by the City in conjunction with residents, property owners, business, and other interested parties. The process for adoption for the Comprehensive Plan and all supplemental plans follow the process described below:

- ⊙ The draft plan is forwarded to the Planning Board.
- ⊙ The Planning Board reviews a staff recommendation and conducts a public hearing.
- ⊙ The Planning Board makes a recommendation on the adoption of the plan as a supplement to the Comprehensive Plan to City Council.
- ⊙ The plan goes to City Council, who discuss the proposed plan and determine if it is ready to be sent forward for City Council action.
- ⊙ The plan goes to First Reading where City Council can approve it for a public hearing at Second Reading at the City Council.
- ⊙ At the Second Reading, CPD and other relevant departments present the staff and Planning Board recommendations. A public hearing is conducted so that City Council receives public comment. At second reading, the City Council votes on the plan.
- ⊙ If the plan is approved by the Denver City Council, it becomes a supplement to the Comprehensive Plan.

Plan Implementation

The Planning Implementation section of Planning Services develops tools for implementing recommendations in adopted Plans. These tools include zoning language and zoning map amendments and other regulatory standards that provide the legal means to enforce planning objectives.

2. Zoning and Other Regulatory Tools

Adopted plans express the community vision. Zoning is the legal means of implementing adopted plans. The Zoning Ordinance is the law that establishes requirements for land use and development that apply to all properties in the city. Zoning regulations control type and density of use, as well as requirements such as size, location, height of buildings, off-street parking, open space, signage, etc.

A change to the Zoning Ordinance is referred to as a **Zoning Amendment**. There are two types of Zoning Amendments: **Language Amendments** and **Map Amendments**.

City Processes for Neighborhood Issues, Concerns, and Complaints

Language Amendments

The Zoning Ordinance prescribes the types of activities, as well as the size and relationships of development that may be allowed within all the possible Zone Districts throughout the city. The Ordinance verbiage; the Zoning Language, serves as the “menu” of what is possible when a specific Zone District is applied to a given area or location. When new Language is added to the Zoning Ordinance it is referred to as a Language Amendment. A Language Amendment may modify the requirements of an existing Zone District or it may establish a new Zone District.

Map Amendments

A Map Amendment actually changes how a given parcel or area of the City is zoned. A Language Amendment that establishes a new Zone District requires a Map Amendment to change the zoning of a given district or location from one Zone District to a different Zone District. Both Language Amendments and Map Amendments require a Public Hearing at City Council.

Process for Changing the Zoning Ordinance or Zoning Map (Rezoning Properties)

The official term for a “rezoning” is a Zone Map Amendment. Every property in the City is given a zoning designation, usually a designation that is consistent with the historic use of the property, nearby properties, and the Comprehensive Plan.

Each zone district allows certain uses such as, single family homes, retail stores, and manufacturing, and controls buildings through setback distance from property lines, building height limits, floor area limits, and other limitations.

Any zoning change requires that all individuals who own property in the area proposed for rezoning are notified of the change in their zone district. In addition, all property owners within 200 feet of the proposed rezoning must be notified, because they constitute what is known as the legal protest area.

To develop and/or use a property in a manner not provided for under the property's existing zone district, a zone map amendment application (rezoning) must be filed with Community Planning and Development, following these steps:

1. Contact the Plan Implementation Section to discuss your proposal.
2. Schedule a pre-application conference.
3. Submit application and application fees.
4. CPD staff reviews applications for compliance with the Zoning Code, Blueprint Denver, the Denver Comprehensive Plan (including the relevant Small Area Plans), City requirements, technical completeness, consistency and accuracy.
5. CPD forwards completed zoning application to various City Agencies and any other agency (public or private) affected by the zone change request, the District Councilperson, the Chair of the Blueprint Denver Committee of City Council, and RNOs for comment.
6. Staff makes a recommendation to the Denver Planning Board, which in turn will make a recommendation to Denver City Council.
7. Blueprint Denver Committee of City Council reviews the application (1-2 weeks).
8. If the Blueprint Denver Committee determines that the application is ready to be forwarded to the full City Council, CPD requests the City Attorney's Office draft a Council Bill for the application, and will schedule the application for presentation at a Mayor-Council meeting.



City Processes for Neighborhood Issues, Concerns, and Complaints



9. The Council Bill is filed with the City Council. The Council Bill will have a first reading before City Council on the Monday following the Mayor-Council meeting. If the Council Bill is ordered published at this first reading, City Council will set the date of a Public Hearing for four weeks later.
10. Applicants post the property three weeks prior to the Public Hearing.
11. **If neighbors oppose the rezoning, formal petitions of protest are circulated and filed in the City Council Office before noon seven days prior to the Public Hearing. If the protest contains property owners signatures of twenty percent (20%) or more of the land area within two hundred feet of the proposed zone change, at least ten affirmative votes from the City Council will be required to pass the Council Bill.**
12. Public Hearings are held.
13. If the Council Bill is passed by the City Council and signed by the Mayor, the zoning change will become effective upon final publication (generally the Friday following the Public Hearing). If the application is denied by City Council, a new application for the same zone district designation on the same land cannot be filed for one year.

CONTACT: For complete information on rezoning, call Community Planning and Development, 720.865.2915, or visit http://198.202.202.66/Zoning_Changes/template113619.asp.

3. Historic Preservation and Review

The purpose of Denver's preservation program is to take advantage of the capabilities of the public, private, and non-profit sectors to encourage preservation of the community's historic buildings, places, and districts.

The City's historic preservation program is based on the historic preservation ordinance and commission. The Landmark Preservation Commission is composed of nine members appointed by the Mayor. The Commission has three primary responsibilities:

- ◎ To identify buildings and districts that meet the criteria for Landmark designation; these are based on significance in the areas of history, architecture, and geography.
- ◎ To recommend, to the Denver City Council, the structures and districts that qualify as landmarks.
- ◎ To review and approve exterior alterations proposed for Denver Landmarks and structures in historic districts.

In addition, the commission and its staff serve as a technical resources for the community, providing assistance to neighborhoods and individuals in identifying historical resources, methods of restoration, and preserving a neighborhood's character and identity.

Landmark Designations

The Landmark Preservation Ordinance (DRMC, Chapter 30, as amended), enacted in 1967, created the Landmark Preservation Commission and gave the Commission the power to advise City Council on designation of structures and districts as Landmarks and to review exterior alterations proposed for the designated structures. As of the end of 2005, more than 7,500 structures have been designated; 314 individual Landmarks and the remainder in 44 historic districts.



City Processes for Neighborhood Issues, Concerns, and Complaints

The Landmark Preservation Commission has adopted the United States Secretary of Interior's Standards for Rehabilitation of Historic Buildings to provide guidance in its review of proposed alterations. The primary purpose of these guidelines is to provide direction to the Landmark Preservation Commission in conducting its review and granting its approval of exterior alterations and additions to all individually designated structures and structures in designated districts.

The guidelines reflect the Landmark Preservation Commission's philosophy that underlies all its decisions; i.e., to encourage the preservation and careful treatment of the City's most valued structures and districts, while recognizing the need for the contemporary, economic use of these structures. The guidelines can neither dictate taste nor assure good design. Rather, they are intended to be a means for balancing the historic qualities of these structures with the demands of contemporary use.

Additionally, the guidelines are intended to provide assistance to owners and applicants seeking approval for proposed alterations. The guidelines address alteration of Landmark structures with the understanding that a sound preservation approach is just as important for a simple Classic Cottage or Bungalow in a historic district as for an individually designated mansion or commercial block.

Landmark Designation Process

Applications for designating individual structures and historic districts may be submitted by either the owner or any interested party or organization. The application must describe the current and historic appearance of the structure, or district, and explain how the property meets the Landmark criteria. The application form can be obtained from the Landmark Commission.

The designation process takes 90 to 120 days and has these five steps:

1. Preliminary review, to ascertain that the application is complete and the structure or district meets the criteria for designation.
2. The Commission sets the date, time, and place of a public hearing for designation and officially notifies the owner(s) of the property.
3. Public hearing before the Landmark Commission, at which any interested person may speak for or against the designation.
4. Landmark Commission recommendation to City Council.
5. City Council consideration and passage of a bill designating the structure or district as a landmark.

The applicant may request a pre-application conference about the proposed designation application. As of June 2006, a fee of \$250 for individual structures and \$500 – \$1500 for districts (depending on the number of structures), is due prior to the public hearing.

Once the designation has passed City Council, the Landmark Commission installs a bronze plaque on a Landmark structure or signs within a district.

Landmark Design and Demolition Review

In addition to providing official recognition of a property's importance to Denver's heritage, designation also protects the exterior appearance of Landmark structures and districts. Proposed alterations, (rehabilitation, repair, new construction, addition, and demolition) to exterior features of an individually designated structure, or structure in a district, must be reviewed and approved by the Commission before a building permit can be issued. Acceptable alterations must be compatible with the character of the historic structure or district.



City Processes for Neighborhood Issues, Concerns, and Complaints

Most alterations do require a permit. Exceptions include painting, low walls and fences, and landscaping; however, when this work is associated with a more substantial project requiring a permit, it may be included in the review. Simple repair and maintenance projects, such as re-roofing, replacement of downspouts and gutters, or tuck pointing, can be reviewed and approved by Commission staff. Design review approval must be obtained before zoning or building permits can be processed. The Commission has the authority to deny applications in historic districts and to delay applications for alteration of individually designated structures.

Design Review Process in Landmark Districts

To initiate the design review process, an application describing the proposed alterations must be submitted to the Commission. Most of the design review applications are reviewed and approved by the Commission. A separate committee exists for the design and demolition review of Lower Downtown.

State Income Tax Credit for Historic Buildings

The State of Colorado provides a 20 percent income tax credit for qualified rehabilitation expenses of historic buildings. To qualify, a property must be either a designated Denver Landmark or listed in the State Register and the proposed alterations must be approved by the Landmark Commission before work begins.

Colorado Historical Society (Office of Archaeology and Historic Preservation)

The Office of Archaeology and Historic Preservation (OAHP) is a division of the Colorado Historical Society. The Colorado Historical Society administers both the State and National Registers of Historic Places. These programs are the authoritative guides to Colorado historic and archaeological resources worthy of designation.

The primary responsibilities of the OAHP are the maintenance of a state inventory of cultural (historical and archaeological) resources and of properties listed in the National Register of Historic Places, the supervision of surveys of historic resources, the review of projects affecting historic properties when state or federal assistance is involved, and the administration of the federal income tax credit program for rehabilitation of income producing historic properties (as provided under the Economic Recovery Tax Act, as amended). The OAHP also provides federal matching funds and technical assistance to Certified Local Governments to enhance local preservation programs or efforts.

The OAHP also provides technical assistance and expertise to neighborhoods on planning and community development projects that involve historic properties.

In addition, the Colorado Historical Society, through its affiliation with the Colorado Historic Foundation, accepts easements on qualified historical properties and provides assistance to property owners in the granting of easements to legally entitled holders. These include the Colorado Historic Foundation (closely allied with the Colorado Historical Society) and Historic Denver, Inc.

The OAHP can also provide matching funds and/or technical assistance for the development of neighborhood surveys, National Register nominations, design guidelines, historic preservation ordinances, building code studies, and appropriate techniques for the maintenance and repair of historic buildings.

The OAHP also administers the State Historical Fund, which is a portion of state revenues generated from a tax on limited gaming in Blackhawk, Central City, and Cripple Creek. These funds are awarded, as grants, on a competitive basis for a

City Processes for Neighborhood Issues, Concerns, and Complaints

wide variety of preservation related projects. Grants vary in size, from a few hundred dollars to amounts in excess of \$100,000.

CONTACT: For more information call the Denver Landmark Preservation Commission, 720.865.2919. You may also obtain a publication from Historic Denver, Inc. called “*Historic Preservation and the Landmarking Process in Denver*”.

CONTACT: For more information on historic preservation, call Historic Denver, Inc., 303.534.5288, or visit their website at www.historicdenver.org.

CONTACT: For more information on the Office of Archaeology and Historic Preservation and the State Historical Fund, visit www.coloradohistory-oahp.org.

CONTACT: For more information about the Register of Historic Places and projects involving historic properties, call the Colorado Historical Society, 303.866.3682, or visit their website at www.coloradohistory-oahp.org.

CONTACT: Visit www.denvergov.org/dephome.asp?depid=420 to see a listing of historic addresses in Denver.

Other Land Use Regulations

In addition to the Zoning Ordinance and Landmark Designations, the City has additional rules and regulations that govern the use of private land, such as:

© **Urban Design Standards and Guidelines.** In some areas of the City the existing Zone District Ordinance requires the adoption and enforcement of specific Urban Design Standards and Guidelines that govern the design relationship of new development the context of the surrounding community. Developments are reviewed for their consistency with the standards and guidelines. The locations of Urban Design Review districts are indicated on the following map. For further information, see www.DenverGov.Org/Planning and select “Publications”.

© **General Development Plans (GDPs).** The City and County of Denver uses General Development Plans (GDPs) to establish a workable framework for large or phased projects in newly developing areas zoned for Mixed Use. The GDP identifies issues related to major land use, open space, transportation, water, wastewater, utilities, and urban design and provides a conceptual plan for integrating the anticipated land uses with the necessary infrastructure and other improvements.

GDPs are regulated by two documents: the Zoning Code language enacted by City Council and more specific Rules and Regulations adopted by the review agencies to provide procedures and review criteria. Currently, GDPs are reviewed using the Rules and Regulations for development site plans and a variety of other agency standards dispersed through many documents. There are no Rules and Regulations specifically for GDPs.

The Departments of Community Planning and Development, Public Works, Parks and Recreation, and the City Attorney's Office have been charged with developing Rules and Regulations to be applied to General Development Plans. The goals of this project were:

- To develop effective and appropriate standards for the review of GDPs, consistent with the policy goals of Comprehensive Plan 2000, including the adopted supplements of Blueprint Denver, Parks and

City Processes for Neighborhood Issues, Concerns, and Complaints

- Recreation Game Plan, and other citywide plans;
- To consolidate the procedures and standards of all review agencies into one comprehensive document;
- To develop clear, efficient and accountable procedures for the application, review and approval of GDPs; and
- To define the timing and type of public participation.

Permitting – Zoning & Building

The vast majority of building permits are simple transactions that are issued at the Permit Counter located within the Webb Municipal Building. Community Planning and Development staff review permit applications for conformance to the Denver Building Code, Zoning Ordinance and other requirements as described in the previous pages. Permits range from common homeowner permits such as roof repair or water heater replacement to very large and complex projects.

When a permit is issued for a project in your neighborhood, the Community Planning and Development staff has reviewed the construction for conformance to Zoning. This would include compliance to requirements for building height, setbacks and the use of the property as a residence or business. The Community Planning and Development staff has also reviewed the construction for conformance to the Building Code. This would include construction design and materials. New homes and buildings must also comply with Fire Safety Codes. Other circumstances such as location within protected view areas or being situated within a Historic District involve additional requirements that must be satisfied prior to the issuance of a permit.

Key Zoning Terms

- ◎ **Use By Right.** The Denver Zoning Ordinance states that properties may be used for purposes specifically listed as a “use by right” for the zone district in which the property is located. A “use by right” gives a person the right to use a certain space or area. A summary of the various zone districts is contained within this handbook. For complete information, visit denvergov.org/zoning.
- ◎ **Nonconforming Use.** When a property is used for a purpose that is not currently legal but was legal prior to the enactment of the current applicable section of the Zoning Ordinance, that land use may legally continue to operate. This is known as a “nonconforming use”. There are certain requirements to which nonconforming properties must comply to retain this status. Zoning can assist interested parties in obtaining this information.

Common Projects That Require A Permit:

- ◎ Building a new house
- ◎ Building any external addition to the existing structure
- ◎ Converting an attic into livable space
- ◎ Building a detached garage
- ◎ Installing a shed
- ◎ Installing a patio cover or carport
- ◎ Kitchen, basement, or bathroom remodel
- ◎ Exterior roof, siding, or chimney replacement

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Retaining walls over 3 feet high and fences over 4 feet high
- ⊙ Demolition work

Projects That Do Not Require A Permit:

- ⊙ Residential glass replacement for existing windows and skylights, except within Historic Districts or for hazardous locations requiring safety glass
- ⊙ Floor coverings
- ⊙ Exterior paint
- ⊙ Interior paint or wallpaper
- ⊙ Replace interior doors
- ⊙ Built-in bookcases and entertainment centers without electrical outlets
- ⊙ New sod or lawns
- ⊙ Replace existing light fixture, switch, or outlet with similar item
- ⊙ Replace existing plumbing fixtures with similar item
- ⊙ Replace cabinets or countertops without repairing or replacing drywall, or relocating rough utility lines

CONTACT: To find out if a construction permit has been issued, call Building Records, 720.865.2790. Please have the exact street address available when you call.

CONTACT: If construction is being performed without a permit, you may report the violation to Building Inspections, 720.865.2505.

Land Use Inspections

Inspections — Construction Permits

Conformance to permit requirements is verified by site inspection. New homes and buildings require a certificate of occupancy that involves inspection and approvals for Zoning, Building, Fire Safety, and Public Works. Denver Building Inspections is a component of the Community Planning and Development Department. Denver Building Inspections includes trained professionals in the

areas of electrical, construction, plumbing, elevator/escalator, as well as heating, venting, and cooling.

For work involving specialized construction, only “qualified” contractors will be issued a permit. This requirement helps ensure that knowledgeable people who are qualified for the specific job do the actual work. For example, only a licensed electrician will be eligible to obtain certain permits.

Inspections — Zoning

CPD staff perform field verification for new construction related to Zoning requirements. In addition to new construction, CPD staff perform field inspections of property for compliance to maintenance and use requirements.

Enforcement of Violations of the Zoning Ordinance

The enforcement of the zoning ordinance code is performed by members of Neighborhood Inspection Services. Enforcement includes use compliance inspections, a route system, or visits to properties based on complaints from citizens or other agencies.

Zoning & Code Enforcement

If an investigation of a property that has been reported to be in violation indicates an actual violation of the Zoning Ordinance, the Inspector may issue an order to cease and desist the violation or an order to comply with existing regulations.

CONTACT: To report a suspected zoning violation, call Neighborhood Inspection Services, 720.835.3200. Give the address of the property in question when you call. You can also file a report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

Common Zoning Code Violations

⊙ For Common Code Violations and contact information, see the *Good Neighbor Guide* on page 85.

CONTACT: For zoning code enforcement, call Neighborhood Inspection Services, 720.865.3200, or submit a report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

CONTACT: To view Denver's Zoning Code, visit: www.municode.com/ Resources, click on Colorado (on the map). Zoning is Chapter 59 of the Revised Municipal Code.

CONTACT: For more information on Zone Districts, visit www.denvergov.com/dephome.asp?depid=1653.

CONTACT: For information on the Zoning Code Update: www.denvergov.org/ZoningCodeUpdate.

CONTACT: To verify building permits, zoning permits: www.denvergov.com/dephome.asp?depid=626.

4. Variances and Exceptions to Zoning Regulations

Exceptions Through the Zoning Administrator

Section 59-38(a)(12) of the Denver Revised Municipal Code (DRMC) provides that the zoning administrator has the authority to grant administrative exceptions for the following:

- ⊙ Bed and breakfast lodging
- ⊙ Business structures
- ⊙ Child care home, large
- ⊙ Exception for existing dwelling units
- ⊙ Historic Structures
- ⊙ Human services
- ⊙ Keeping of animals
- ⊙ Nonconforming uses
- ⊙ Outdoor recreational facilities
- ⊙ Retail uses in I-1 and I-2 zones
- ⊙ Recycling collection station
- ⊙ Seasonal plant sales facility
- ⊙ Second kitchen in a single-unit dwelling
- ⊙ Telecommunication towers

City Processes for Neighborhood Issues, Concerns, and Complaints

Procedures for the Zoning Administrator's Administrative Exceptions

From Section 59-41 (DRMC):

(b) Review of applications for administrative exceptions and special permits. The zoning administrator may grant a permit for administrative exceptions and special permits upon application and subject to specific criteria as listed in the controlling ordinance sections that regulate such structures and uses', providing the following procedure is satisfied:

(1) The applicant shall submit a complete application containing all information specified in the controlling section or required by the zoning administrator. The application shall include a statement justifying the need for the proposal, describing undo hardship, if any, and explaining the benefit gained from the proposal.

(2) The zoning administrator shall send a copy of the application and a notice form to registered neighborhood associations whose boundaries encompass or are within two hundred (200) feet of the subject property, and to the city councilperson for the subject property. Such notice shall explain in detail the nature of the proposal, shall give directions for submitting comments, and shall state that the decision of the zoning administrator shall be posted on the affected property for fifteen (15) days as soon as it is effective. Such sign shall describe how an appeal from the decision of the zoning administrator may be filed and state that any appeal must be filed within fifteen (15) days, and shall provide contact information for obtaining the standards and criteria that will govern the appeal. At the zoning administrator's discretion, the zoning administrator may solicit comments from appropriate city agencies.

(3) In addition to the notice required above, the applicant shall post the property in a conspicuous location for 10 days with a sign provided by the zoning administrator. Such sign shall describe the proposal; give directions for submitting comments to the zoning administrator within thirty (30) days from the beginning of the posting period and state that the zoning administrator's decision shall be posted at the same location for fifteen (15) days as soon as it is effective.

(4) In deciding to approve, approve with conditions or disapprove the proposed construction or use, the zoning administrator shall consider relevant comments of all interested parties and may approve the application providing a finding is made that the proposal will meet all qualifying requirements of the controlling section and will not substantially or permanently injure the appropriate use of adjacent conforming properties. The zoning administrator may attach any condition to the permit necessary to protect the health, safety and welfare of the community and minimize adverse impacts on adjacent properties.

(5) Upon reaching a decision the zoning administrator shall cause the applicant to post the property with a copy of the decision for a period of fifteen (15) days. The applicant shall post the property in a conspicuous location with a sign provided by the zoning administrator. Such sign shall describe how an appeal from the decision of the zoning administrator may be filed and state that any appeal must be filed within fifteen (15) days, and shall provide contact information for obtaining the standards and criteria that will govern the appeal.

Actions Through the Board of Adjustment

All actions taken by the Zoning Administration may be appealed to the Board of Adjustment (BoA).

The BoA is an independent agency from the Zoning Administration. The BoA consists of five (5) members appointed by the Mayor. Subject to certain limitations, the BoA has the power to reverse or affirm, wholly or partly, or may modify any actions taken by the Zoning Administration. The BoA has the power to do administrative reviews, grant time extensions, grant variances, or grant exceptions. Any appeal to the BoA shall stay all proceedings unless the Zoning Administrator certifies that—by reason of facts—in his/her opinion, a stay would cause imminent peril to life or property. When such certification is filed, proceedings shall not be stayed; except by a restraining order granted, after due notice to the department, by the BoA or a Court of Proper Jurisdiction.

Conditions for Granting a Variance to an Order to Comply with Zoning Code

There are 10 conditions the Board of Adjustment must find when hearing an appeal to an order to comply. Those conditions are:

- ⊙ The variance will not authorize the operation of a use, other than those specifically listed as uses by right in the zone area.
- ⊙ Literal enforcement will result in unnecessary hardship.
- ⊙ The circumstances were not created by the owner and are not due to or the result of conditions in the district.
- ⊙ The development or use of the property, if the regulations were literally enforced, would not yield a reasonable return in use, service, or income, as compared to adjacent properties.
- ⊙ It will not substantially or permanently injure the appropriate use of adjacent property.
- ⊙ It will not alter the essential character of the area.
- ⊙ It will not weaken the general purpose of the Zoning Ordinance.
- ⊙ It will be in harmony with the spirit and purpose of the Zoning Ordinance.
- ⊙ It will not adversely affect the public health, safety, or welfare.
- ⊙ All concerns raised by the Department of Zoning Administration or other City agencies have been addressed.

Procedures for Requesting a Variance or Appeal

The procedures for requesting a variance or appeal to a zoning decision are as follows:

- ⊙ Upon receipt of a denial of a permit, a cease and desist, or a decision or determination of the Zoning Administration, an appeal must be filed in the office of the Board within 15 days of the date of the action of the Zoning Administration. An application must be filled out and a filing fee paid as set by ordinance.
- ⊙ The hearing is then scheduled and a notification sign must be picked up and posted on the property within 17 days prior to the hearing. Notice is also sent to the RNO(s), the Councilperson, and any other known parties of interest.
- ⊙ At the public hearing, depending on the nature of the appeal, the applicant will testify with regard to the hardship or other conditions for

City Processes for Neighborhood Issues, Concerns, and Complaints

a variance or stay. The applicant will also address the conditions for an exception, or introduce evidence that the Zoning Administration has erred.

- ◎ The Zoning Administration is represented at the hearing by an Inspector and an assistant City Attorney. Witnesses may be subpoenaed or called and exhibits may be presented. Objectors may protest in writing or in person at the hearing and also may present testimony and offer exhibits.
- ◎ The Board makes its decision after considering the testimony and evidence. A copy of the decision is sent to all persons who appeared, and findings of fact and conclusions are written to support the decision. Any appeal to the District Court must be made within 30 days of the final decision.

CONTACT: For more information on the BoA (including appeals filed, hearing agendas, and decisions), call 720.913.3050, or visit their website at: www.denvergov.org/boa.

5. Zone Districts

Denver is in the midst of a citywide Zoning Code update. In addition, the Zoning Code is subject to frequent changes. For the most accurate and up-to-date information, please consult www.municode.com.

Residential Districts

- ◎ **R-S-4 Detached Single-Unit Dwelling, Suburban Density:** Minimum of 12,000 square feet of land required for each dwelling unit. Home occupations are prohibited. Density = 3.6 dwelling units/acre.
- ◎ **R-X Attached or Clustered Single-Unit Dwellings, Low Density:** Designed to encourage appropriate residential use. Limitations imposed on the district are designed to protect and maintain the integrity and character of the established adjacent neighborhood, at the same time conserving and enhancing property values. Requires development plan approval by City Council. Home occupations are prohibited. Minimum of 7,500 square feet of land area required for each dwelling unit. Density = 5.8 dwelling units/acre.
- ◎ **R-0 Single-Unit Detached Dwellings, Low Density:** Foster family care and day care allowed as home occupations by permit. Minimum of 6,000 square feet of land required for each dwelling unit. Density = 7.3 dwelling units/acre.
- ◎ **R-1 Single-Unit Detached Dwellings, Low Density:** Same as R-0, except that other additional home occupations and room-renting to one or two persons are allowed upon application and issuance of a permit. Density = 7.3 dwelling units/acre.
- ◎ **R-2 Multi-Unit Dwelling, Low Density:** Typically duplexes and triplexes. Home occupations are allowed by permit. Minimum of 6,000 square feet of land required for each duplex structure with an additional 3,000 square feet required for every unit over two. Density = 14.5 dwelling units/acre.
- ◎ **R-2-A Multi-Unit Dwellings, Medium Density:** Specific, limited accessory uses are allowed in developments with at least 300 units. 2,000 square feet of land required for each dwelling unit unless site



plan is submitted under the PBG provisions, in which case 1,500 square feet of land is required for each unit. Home occupations are allowed by permit. Density = 21.8 dwelling units/acre (29 unit/acre under PBG, depending on open-space requirements).

- ◎ **R-2-B Single and Multi-Unit Dwellings, Medium Density:** Typical development includes duplexes, row houses, and some single family residences. No accessory uses are allowed. Minimum 6,000 square feet of land required, with an additional 3,000 square feet required for every dwelling unit over two. Home occupations by permit. Density = 14.5 dwelling units/acre.
- ◎ **R-3-X Multi-Unit Dwellings, High Density:** This district is intended to encourage new residential development in older developed areas. Building size is controlled by bulk standards and open space requirements. Building floor area cannot exceed 2 times the site area. Maximum lot coverage is 40%.
- ◎ **R-3 Multi-Unit Dwellings, High Density:** Accessory uses generally include neighborhood services in developments over a specific size. Building size is controlled by bulk standards, off-street parking, and open space requirements. Building floor area cannot exceed 3 times the site area.
- ◎ **R-4 Multi-Unit Dwellings and/or Offices, High Density:** Generally a very high-density residential and office zone district. Hotels and motels are permitted. Conditional uses include: neighborhood services, nursing homes, and parking. Accessory uses include specific services in developments over a certain size. Building size is controlled by bulk standards, off-street parking and open space requirements. Building floor area cannot exceed 4 times the site area.
- ◎ **R-4-X High Density Office, Multiple Unit with Design Guidelines:** This district allows most of the same uses as the R-4 zone district; however, parking lots, nursing homes, and neighborhood service uses are conditional uses. The basic maximum floor area to lot area ratio is 4:1, but may reach 5:1 by meeting specific criteria. Undeveloped floor area may be transferred under special circumstances.
- ◎ **R-5 Institutional District:** Allows colleges, schools, churches, and other institutional uses. Maximum lot coverage is 60% of the zone lot. Building height is controlled by bulk standards.

Business Zone Districts

- ◎ **B-1 Limited Office District:** This district provides office space for medically related services often for the short-term needs of nearby residential areas. It is characterized by a low volume of daily customers, small size, and location near hospitals or between large business areas and residential areas. The district standards are comparable to low density residential, with similar building bulk and low concentration of pedestrian and vehicular traffic.
- ◎ **B-2 Neighborhood Business District:** This district provides for the retailing of commodities classed as “convenience goods” and the furnishing of certain personal services to satisfy the daily and weekly household or personal needs of the residents of surrounding residential neighborhoods. This district is located on collector streets, mostly small in size and within walking distance of the surrounding residential districts. The district regulations establish standards comparable to



City Processes for Neighborhood Issues, Concerns, and Complaints

those of low-density residential districts, resulting in similar standards. Building floor area cannot exceed the site area.

- ◎ **B-3 Shopping Center District:** This district is intended for retail of most commodities and personal services for the surrounding residential communities. The volume of pedestrian traffic in proportion to automobile traffic is relatively low. It is usually located on major arterial streets near the intersection with another arterial or collector street for good vehicular accessibility. This district is usually large, surrounded by residential districts, and a convenient driving distance from the residential districts it is designed to serve. The district regulations establish standards comparable to those of low density residential districts, resulting in similar building bulk on smaller parcels and retaining a low concentration of vehicular traffic. Building height is controlled by bulk standards and open space requirements.
- ◎ **B-4 General Business District:** This district is intended to provide for, and encourage, a wide variety of consumer and business sales and service, for residents and businesses. It is usually located adjacent to arterial streets, which are normally transit routes. The regulations allow a moderate concentration and intensity for compatibility between the wide variety of permitted uses and the integrity and character of adjacent residential districts. Building height is not controlled by bulk standards unless there is a property line to property line abutment with a residential use. Building floor area cannot exceed twice the site area.
- ◎ **B-5 Central Business District:** Allows residential, business, office, light industrial, and educational uses. Parking/commercial storage of vehicles is a conditional use in the district. Ground-level retail uses are encouraged along the 16th Street Mall. B-5 district regulations contain design standards and guidelines.
- ◎ **B-7 Historic Business District:** This district is intended to provide for, and encourage, the preservation and vitality of older areas that are significant because of their architectural, historical, and economic value. A variety of land uses are permitted so as to facilitate the re-use of existing structures without jeopardizing or reducing zoning standards promoting the public safety, convenience, health, general welfare, and the preservation of the comprehensive plan. New residential development is encouraged. The design of new structures should recognize the style and character of adjoining building exteriors; i.e., cornice lines and building materials and colors should be similar wherever possible.
- ◎ **B-8 Intensive General Business/High Density Residential District:** This district, primarily for activity centers, provides the concentration of retailing, personal, and business services, as well as residential and cultural uses at a necessary intensity to efficiently be served by mass-transit facilities. The regulations are designed to permit a highly concentrated, intense development of the enumerated facilities, limited by standards designed to provide light and air for street exposures of buildings in the district. Building floor area cannot exceed 4 times the site area plus floor area premiums for the development of plazas, arcades, or the provision of low-level light areas. Building height is not controlled by bulk standards.
- ◎ **B-8-A Arapahoe Square Zone District:** This is a mixed-use zone district located in the Arapahoe Square (bounded by 20th Street,

City Processes for Neighborhood Issues, Concerns, and Complaints

Larimer Street, Park Avenue West, and Curtis Street) that encourages a balance of compatible residential, office, entertainment, neighborhood retail and services, and to preserve and promote the historic character of the area. The district regulations contain design standards and design review procedures. Housing, the arts, child care facilities, and preservation of historic buildings are favored uses in this area and subject to generous floor area premiums above the basic 4:1 FAR.

- ⊙ **B-8-G Golden Triangle Zone District:** This is a mixed-use zone district located in the Golden Triangle (bounded by Speer Boulevard, Lincoln Street, and Colfax Avenue) that encourages pedestrian-oriented uses while making auto related uses and other more intense uses conditional uses subject to design review. Housing, the arts, child care facilities, and preservation of historic buildings are favored uses in this area and subject to generous floor area premiums above the basic 4:1 FAR.
- ⊙ **B-A-1 Arterial Office and Multi-Unit Dwellings District:** This district allows banks, personal service businesses, clinics, churches, schools, colleges, and residential uses. Several personal service businesses and restaurants are permitted as accessory uses to multiple unit dwellings/offices with 50,000 sq. ft. or more gross floor area. Requires 100 feet of arterial street frontage. Maximum lot coverage is 30%. Building floor area cannot exceed 2 times the site area. Building height is controlled by bulk standards. Maximum residential density is determined by the size of the units and the factors mentioned above. Arterial setback areas are required for landscaping.
- ⊙ **B-A-2 Arterial Service District:** This district is intended as a tourist-oriented area, allowing restaurants, hotels, and motels. Requires 100 feet of arterial street frontage. Zone lot coverage not to exceed 30%. Building height is controlled by bulk standards. Front setback areas are required for landscaping.
- ⊙ **B-A-3 Arterial General Business District:** This district is designed to accommodate uses that are oriented toward the motorist and residents of nearby neighborhoods, but which are not normally part of shopping centers. This district allows such uses as restaurants, service stations, bowling alleys, theaters, and nightclubs. Ground coverage by buildings cannot exceed 30% of the site. Building height is controlled by bulk standards.
- ⊙ **B-A-4 Automobile Sales and Service District:** This district accommodates the special needs and characteristics of auto, boat, and recreational vehicle sales and service activities. The City's Comprehensive Plan encourages the establishment of this district in concentrated centers rather than in a linear arrangement along arterials. Ground coverage by structures cannot exceed 60% of the site area. Building height is controlled by bulk standards.



Industrial Zone Districts

- ⊙ **I-O Light Industrial/Office District:** This district is intended to be an employment area containing offices, and light industrial uses that are generally compatible with residential uses. I-O zoned areas are designed to serve as a buffer between residential areas and more intensive industrial areas. Bulk plane, setback, and landscaping standards apply in this district. Building floor area cannot exceed 50% of the site area; however, office floor area may equal site area. Some uses are conditional uses.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ◎ **I-1 General Industrial District:** This district is intended to be an employment area containing industrial uses that are generally more intensive than those permitted in the I-0 zone. Bulk plane, setback, and landscape standards apply in this district. Building floor area cannot exceed twice the site area. Some uses are conditional uses.
- ◎ **I-2 Heavy Industrial District:** This district is intended to be an employment area containing uses which are generally more intensive than that permitted in either of the other two industrial zones. Bulk plane, setback, and landscape standards apply in this district. Building area cannot exceed twice the site area. Some uses are conditional uses.

Mixed-Use Zone Districts

- ◎ **C-MU-10 Commercial Mixed-Use District:** The C-MU-10 district is the most restrictive of the commercial mixed-use districts, with the shortest list of allowed uses. It includes commercial uses appropriate for high visibility locations such as employment centers and the intersections of arterial streets. The purpose of the district is to concentrate higher intensity commercial uses, spatially define streets, encourage higher site standards, and create a more attractive pedestrian environment. Uses incompatible with this purpose, such as auto-related uses, industrial uses, and single unit dwellings, are not allowed. Although residential uses are permitted in the “C-MU” districts, it is expected that residential uses shall be responsible for buffering themselves from nonresidential uses that may locate on adjacent property. Basic maximum gross floor area is equal to two (2) times the area of the zone lot.
- ◎ **C-MU-20 Commercial Mixed-Use District:** The C-MU-20 district provides for a mix of commercial, residential, and industrial uses along or near arterials or other high traffic streets. Site and building design will be of a quality that enhances the character of the streets. A wide range of commercial and residential uses are allowed, along with limited industrial uses. Although residential uses are permitted in the “C-MU” districts, it is expected that residential uses shall be responsible for buffering themselves from non-residential uses that may locate on adjacent property. Maximum gross floor area is equal to one (1) times the area of the zone lot.
- ◎ **C-MU-30 Commercial Mixed-Use District:** The C-MU-30 district provides for a wide range of commercial, office, retail, industrial, and residential uses that allow property owners the flexibility to respond to the long-term evolution of development trends. Although residential uses are permitted in the “C-MU” districts, it is expected that residential uses shall be responsible for buffering themselves from nonresidential uses that may locate on adjacent property. Maximum gross floor area is equal to one (1) times the area of the zone lot.
- ◎ **R-MU-20 Residential Mixed-Use District:** The R-MU-20 district is primarily residential, allowing either single or multiple-unit dwellings. Along heavily traveled streets, development may be either residential or mixed-use, combining residential with neighborhood-serving retail, office, or service uses. No maximum residential density is prescribed; instead, the scale of buildings is determined by bulk plane, maximum height, setbacks, open space requirements, and parking ratios. The intent is to encourage a full range of housing types, including affordable housing.

- ◎ **R-MU-30 Residential Mixed-Use District:** The R-MU-30 district is a primarily residential district allowing higher density multiple unit dwellings of a density appropriate to the center-city and other activity centers such as light rail transit stations. Supporting commercial development, such as consumer retail and service uses and small-scale office uses, is encouraged to create a truly mixed-use environment. No maximum residential density is prescribed. Instead, maximum height, setbacks, and open space requirements determine the scale of buildings.
- ◎ **T-MU-30 Transit Mixed-Use District:** The T-MU-30 district provides for urban development proximate to a mass-transit railway system station to promote a mix, arrangement, and intensity of uses that support transit ridership and use of other transit modes. The district allows the broadest range of uses and most development intensity of the mixed use districts. The district is intended for use at station areas with adequate land area to create a viable transit oriented development (TOD) and to transition to the surrounding community. Specific additional criteria to be met in the TMU-30 district are approval of a general development plan and site improvements which reinforce both the relationship of structures to the transit station and the pedestrian connections and linkages throughout the TOD. Basic maximum gross floor area is equal to five (5) times the area of the zone lot.

Open Space/Agricultural Zone Districts

- ◎ **O-1 Open Space District:** Allows airports, recreational uses, parks, cemeteries, reservoirs, community correctional facilities, and other public and semi-public uses housed in buildings. Setback requirements apply to the location of structures.
- ◎ **O-2 Open Space/Agricultural District:** Allows large tracts of open land utilized for agriculture or ranching activities, airports and - under special conditions - oil and gas production.
- ◎ **OS-1 Open Space District:** The OS-1 district is intended for publicly and privately owned parks, open space, natural habitats, golf courses, and a limited range of other uses, such as public recreation centers and concessions, that may enhance the use and enjoyment of open space.

Parking Zone District

- ◎ **P-1 Off-Street Parking District:** Allows parking lots and structures. Bulk and setback regulations apply to structures. This zone is intended to provide needed business parking without the expansion of the business zone; i.e., a buffer between business and residential uses. Requires visual barriers adjacent to residential uses.

Platte River Valley Zone District

- ◎ **PRV Zone District:** This district is intended to promote and encourage diversified land uses and to integrate the district's unique geographic location and setting, amenities of view, transportation linkages, and open space. A variety of land uses are permitted to facilitate new development, allow for the reuse of eligible historic structures and to complement development in adjacent neighborhoods and downtown. New residential development and open-space is encouraged. Regulatory flexibility is provided to facilitate development responsive to current and



future market conditions, and to encourage creativity in the development of the Platte River Valley. Sub-area boundaries are delineated on the PRV zoning map. A sub-area plan, including preliminary design guidelines, is required for all or part of the sub-area to be used as a framework for private and public development projects. Rules and criteria adopted by the Planning Board govern the content and requirements of sub-area plans. Plans for any given sub-area must conform with the sub-area zoning standards enacted by City Council.

Cherry Creek North Zone District

- © **CCN Cherry Creek North:** Uses are similar to the B-3 district except that residential development is not permitted on the ground floor of any building. Proposed developments are reviewed by the CCN Design Advisory Board (DAB) for compliance with the CCN district guidelines. The goals of the district are to encourage a mixture of uses and to encourage low-scale, small-lot development that reinforces and enhances the eclectic urban character of the area. Floor area premiums are available for open space and underground parking. Off-street parking requirements for retail uses is reduced and ground-level residential development is not allowed.

Hospital Zone Districts

- © **H-1-A, H-1-B, H-2 Hospital Zone Districts:** The H-1-A and H-1-B districts are intended to promote, and encourage the maintenance and concentration of, existing and proposed healthcare facilities and their related uses. The H-1-A and H-1-B districts are intended to contain the principal structures and related facilities of each healthcare institution. The H-2 district is intended to contain the peripheral area of each healthcare facility where there is abutment or close proximity to non-healthcare uses.



Gateway Airport Zone District

- © **Gateway Airport Gateway Zone District:** The airport gateway is intended to provide a wide variety of compatible uses. A mix of residential, business, hotel, and high technology based industry is permitted. The streets design is a neo-traditional grid system. Development will be guided by development and special review. This is the first district to include environmental controls in the zoning ordinance.

Overlay Zone District

- © **OD Overlay Zone District:** These districts overlay existing standard zone districts. They are generally more restrictive than the underlying zone and control dimensional and operational requirements of uses, but do not add uses to the underlying zone. Please refer to the zoning ordinance for the specific requirements of each overlay zone.

The purpose of overlay districts is to:

- Implement the urban design recommendations contained in neighborhood or small area plans which have been adopted as a part of the City's Comprehensive Plan;
- Provide uniformity in the design standards applicable to arterial corridors with varied zoning;

City Processes for Neighborhood Issues, Concerns, and Complaints

- Provide uniform standards for mitigating the impact of intensive commercial uses adjacent to low density residential neighborhoods;
- Provide for enactment of urban design standards for specific segments of designated parkways and boulevards; and
- Promote the conservation of architectural character in areas of the City displaying unique architectural qualities, such as a predominance of a single style or distinctive style, type, or period of architecture.

An overlay district can require new construction to be more compatible with its surroundings through clearly stated urban design standards. Situations where overlay districts are appropriate include: a buffer for an existing Landmark District (such as the Civic Center), a segment of a parkway or boulevard (such as Speer Boulevard), or a section of the City with a cohesive design character. A predominance of a single style, type, or period of architecture often creates this. An overlay district cannot limit the density or use set forth in the underlying zoning. It is not intended to discourage new construction or reinvestment in our City.

An overlay district has more limited powers than does a Landmark District. An overlay district provides for design review of new construction and additions, not for rehabilitation or demolition.

CONTACT: For more information, call Community Planning and Development, 720.865.2915.

Planned Unit Development (PUD)

- © A Planned Unit Development (PUD) is a form of development generally characterized by a unified site design for clustering buildings and providing common open-space, density increases, and a mix of building types and land uses. The process involves site plan review, during which the City agencies and neighborhood residents have considerable input in determining the nature of the development.

In effect, any PUD is a specific zone district for a specific area, including precise regulations written by the applicant, and – when approved by City Council – is enforced by the City. It allows maximum flexibility during the planning stage and maximum assurance that exactly what is proposed will be developed.

Main Street Zoning

- © Blueprint Denver and the Comprehensive Plan recommend higher density, pedestrian friendly, mixed-use development along Denver's commercial corridors, or "Main Streets". Three Main Street zone districts were established by City Council on September 16, 2005 to encourage a strong mix of housing, office, and commercial uses in transit-rich places and commercial corridors. The Main Street zone districts provide standards for appropriate building form, as well as flexible use and parking requirements. Main Street Zoning has three levels of density: MS 1, MS 2, and MS 3.

6. Neighborhood Construction

Construction in the neighborhood brings sights and sounds that are out of the ordinary – hammers, saws, extra vehicles parking, large trucks and construction equipment, dumpsters, portable toilets, etc. Noise and inconvenience are



City Processes for Neighborhood Issues, Concerns, and Complaints

inevitable; but temporary. Although neighbors will have to endure these temporary interruptions, there are guidelines in Denver as to what inconveniences are not acceptable.

NOTE: There is an excellent reference document, “A ‘Good Neighbor’ Approach to Handling Neighborhood Construction Issues”, available on the Inter-Neighborhood Cooperation website. Visit www.neighborhoodlink.com/denver/inc to download a copy.

Hours Of Construction

The hours of construction are not restricted. The volume of noise and times that noise is generated from construction work are restricted.

Noise

- ⊙ The general daytime noise limit in Denver is 55 decibels. The exemption to that limit is construction noise between the hours of 7 a.m. and 9 p.m., seven days a week. Construction noise is prohibited seven days a week between the hours of 9 p.m. and 7 a.m. Construction noise includes deliveries, hammering, and power equipment.
- ⊙ A loud radio at a construction site is not considered construction noise and would be held to the 55 decibel daytime limit.
- ⊙ Many times a simple telephone call to the construction company will be adequate to eliminate noise violations.

CONTACT: To submit construction noise complaints, call the Department of Environmental Health, 720.865.5452, or submit a noise complaint online at: www.denvergov.org/ehconcerns.

Managing Trash And Site Maintenance

- ⊙ Builders must continue to maintain the job site by cutting the lawn and trimming vegetation. The site must be kept free of litter and windblown debris.
- CONTACT:** Violations may be reported to Neighborhood Inspection Services, 720.865.3200, or submit a report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.
- ⊙ Contractors should not use residential dumpsters, and neighbors may not use dumpsters at the construction site.
 - ⊙ Be aware of what is going on in your neighborhood. Alleys, vacant lots, and residential dumpsters are not acceptable dumping areas.

CONTACT: To report suspected illegal dumping, call the Illegal Dumping Hotline, 720.865.6899. Provide as much information as possible about the vehicle and driver.

Parking And On-Street Obstructions

- ⊙ A construction crew may park cars and trucks on residential streets as long as they observe all restrictions on posted signs and do not leave a vehicle parked for over 72 hours.

Renovation and Demolition Projects Involving Asbestos

Primary occupants of residential property should have a professional asbestos survey conducted prior to any project that could impact home building materials. Any asbestos waste generated as a result of construction demolition of renovation projects can not be disposed of in a City dumpster. All of these materials must be managed in accordance with Colorado Department of Health Hazardous Materials and Waste Management Division regulations. A professional asbestos consultant should be able to assist you in disposing of this material properly.



City Processes for Neighborhood Issues, Concerns, and Complaints

Property owners other than primary occupants of residential homes are required to follow State asbestos regulations, as well.

CONTACT: For more information or to report illegal asbestos dumping, call the Department of Environmental Health, 720.865.5452.

CONTACT: For specific rules and regulations regarding asbestos and the home owner, visit www.cdphe.state.co.us/ap/asbeshom.asp.

CONTACT: For information about properly disposing of asbestos-containing waste material disposal information, visit www.cdphe.state.co.us/ap/asbeshom.asp.

Lead-Based Paint



Most homes built before 1978 contain some lead paint. Homes built before 1960 have the most lead paint. Lead paint can be present on any painted surface, but it is most often found on windows, trim, doors, railings, columns, porches, and outside walls. Surfaces that have been repainted may have layers of lead paint underneath. A lead inspection can tell you where lead paint is located.

Lead can cause serious health effects, such as decreased intelligence, reduced ability to learn, and can damage body organs.

- ⊙ Children can get lead into their body by putting their hands or toys in their mouths after touching paint chips or lead dust.
- ⊙ Lead is also harmful to adults, especially women who are, or may become, pregnant.

Work safely with lead paint:

- ⊙ Never use a torch or high heat to remove lead paint. Avoid dry-sanding, dry-scraping, or power-washing. Disturbing lead paint can create large amounts of toxic lead dust that can even spread to your neighbor's property. Lead paint that falls onto soil is difficult to remove and remains as a hazard for children who play in the dirt.
- ⊙ Keep children away from work areas. Use plastic sheeting to contain disturbed paint. Thoroughly clean the area when the work is complete. Strong detergent and water work well to clean surfaces such as floors and window sills. If not cleaned, lead dust can remain in your home long after the construction project is done.

Be careful when painting or remodeling. Even a small amount of lead dust can poison a child. Current federal law requires that contractors provide lead information to residents before renovating housing built before 1978.

In December 2005, the Environmental Protection Agency (EPA) proposed new regulations that will require renovators to be certified and use lead-safe work methods on homes that may contain lead-based paint.

Most children with lead poisoning don't have obvious symptoms. The only way to know if a child has lead poisoning is to get their blood tested. If you suspect your child has been exposed to lead, contact your doctor or health clinic to obtain a blood lead test.

CONTACT: For information about lead-based paint, call the Department of Environmental Health, 720.865.5452, or call the EPA, 800.424.LEAD, or visit their website at: www.epa.gov/lead.

CONTACT: To report a parking violation, call 720.913.1600.

CONTACT: To report an abandoned or illegally parked vehicle on public right-of-way, call the Denver Sheriff Department Abandoned Vehicle Hotline, 303.295.4367.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ☉ If a dumpster, storage pod, or other obstruction is taking up space in the public right-of-way, a permit specifying the size, location, and duration of the obstruction is required.

CONTACT: To find out if a street occupancy permit has been issued, call 303.446.3759. If a permit has not been issued, you could try asking the contractor to move the obstruction somewhere less intrusive. If these efforts fail, please contact Denver Public Works, 303.446.3469 for assistance.

CONTACT: To report a violation, call Denver Public Works, 303.446.3469 for assistance.

- ☉ Dumpsters located in the street are required to have a 6" wide by 4' high white stripe placed on each corner of the dumpster. If the dumpster is not equipped with high intensity white tape, barricades with flashing lights are required.

Property Damage

If construction in your neighborhood causes physical damage to your property, the damage is a matter of civil law and will need to be handled between the contractor and you; the injured party. Damaged fences and severed sprinkler lines often result from excavations. Inform the builder of any such damage and ask for repair or replacement, as well as a time frame for the repairs.

Permits

Permits are issued for construction that should be inspected to ensure compliance to City code; which was enacted to ensure that future inhabitants do not suffer from the effects of shoddy workmanship. For more information, see "Permitting – Zoning & Building" on page 66.

CONTACT: To find out if a construction permit has been issued, call Building Records, 720.865.2790. Please have the exact street address available when you call.

CONTACT: If construction is being performed without a permit, you may report the violation to Building Inspections, 720.865.2505.

What can neighbors and contractors can do to ease tension during the construction process?

Neighbors:

- ☉ Solicit information regarding the extent of the project by asking the owner, builder or checking to see if permits have been issued.
- ☉ Expect construction to be noisy and messy, especially at first.
- ☉ Be familiar with City guidelines regulating construction operations as summarized in this advisory.
- ☉ Don't use the job site dumpster.
- ☉ Recognize the project time frame. Generally, the time frame is three to four months for interior work, six months for exterior remodeling, and a year for a new home or a condominium project.

Builders:

- ☉ Inform neighbors. We suggest that at least two days in advance of construction or demolition, the owner should:
 - Call or meet with as many neighbors as possible.
 - Deliver a letter or flyers describing the project.



- ⊙ During Construction:
 - Ensure the contractor has specifically outlined considerate site policies and procedures for their employees, as well as any sub-contractors on the job.
 - Limit working hours of high noise operations to the middle of the day, at least until the structure is fully enclosed.
 - Limit and control radio noise.
 - Consider neighbor's exposure in locating and screening the project's mechanical equipment.
 - Place the dumpster on the lot or on the street in the middle of the site.
 - Avoid blowing debris and accumulation of clutter.
 - Cover the dumpster with a tarp bound by cord to contain dust and debris and to control unauthorized use of the dumpster.
 - Park construction vehicles off-street, if possible.
 - Turn off engines unless operating other equipment.
 - Place portable toilets away from property lines in less visible locations; arrange for regular service.
 - Control dust with water and chutes.
 - Avoid damage to trees and landscaping.

7. View Preservation Ordinances

The heights of buildings are restricted to preserve mountain and other views from a number of specified and mapped locations in Denver in the following ordinances:

- ⊙ Cranmer Park Mountain View Preservation Ordinance
- ⊙ State Home Park Mountain View Preservation Ordinance
- ⊙ Washington Park Mountain View Preservation Ordinance
- ⊙ Cheesman Park-Botanic Gardens Mountain View Preservation Ordinance
- ⊙ Ruby Hill Park Mountain View Preservation Ordinance
- ⊙ State Capitol Area Mountain View Preservation Ordinance
- ⊙ City Park-Natural History Museum Mountain View Preservation Ordinance
- ⊙ Southmoor Park Mountain View Preservation Ordinance
- ⊙ Old City Hall View Preservation Ordinance (also known as Bell Park)
- ⊙ Zuni Park at 51st & Zuni View Plane
- ⊙ Denver International Airport View Ordinance

In addition, the panoramic view of downtown is protected by the Sloan Lake Park View Preservation Ordinance. Furthermore, the integrity of the Civic Center complex and surrounding open space is protected by the Civic Center Area Preservation Ordinance.

Zoning reviews plans for conformance with the Viewplane Ordinance.

CONTACT: For information on special zoning controls, call Neighborhood Inspection Services, 720.865.3200.

City Processes for Neighborhood Issues, Concerns, and Complaints

CONTACT: For information about the view plane preservation, call Zoning, 720.865.3000, or visit: www.denvergov.org/View_Planes/template36999.asp.

Appeals Process

Property owners who propose to violate special zoning controls may appeal for a variance from the Board of Adjustment for Zoning Appeals. Property owners who propose to violate a view protection ordinance may appeal for a variance from the Planning Board. In either case, the property must be posted and the applicable RNO(s) notified by mail. The applicable Board must determine whether specific conditions set out in each ordinance have been met and whether a variance should be granted.

CONTACT: For information filing an appeal, call a City Planner, 720.865.2932.

8. Environmental Roles & Responsibilities

There are wide varieties of environmental or exterior concerns that may affect a typical neighborhood. Some of these are primarily related to health and safety (hazardous materials). Other concerns relate to aesthetics, overgrown vegetation, or weeds. There are still other issues, such as animal control or abandoned vehicles. Some problems come from the natural environment (snow removal) whereas others are a result of the man-made environment (air and noise pollution, rubbish).

Whatever the concern, the common denominator is that environmental issues may affect the health, safety, and general welfare of those living and working within neighborhoods. This section will address issues that most often concern neighborhood residents, merchants, and property owners. It also outlines relevant City regulations and programs addressing these concerns. Through environmental controls, the City and its residents can work to improve the environment in its neighborhoods.

The following pages cover these roles and responsibilities.

Number of Vehicles Allowed:

The Zoning Code regulates the number of vehicles per household. Each household is allowed one vehicle per licensed driver residing within the household plus one specialty vehicle.

Parking on Single-Unit Residential Property:

1. Parking on unsurfaced areas such as grass or dirt is prohibited.
2. Allowable parking at single unit dwellings is limited to surfaced areas. Surfaced areas are defined as one of the following:
 - ⊙ A layer of road base material composed of gravel. The layer must be 4 inches in thickness.
 - ⊙ A concrete surface.
 - ⊙ An asphalt surface.
3. A wrecked vehicle involved in an insurance claim may be stored temporarily provided it is covered with a fitted car cover.
4. For multiple unit dwellings, as well as at businesses, parking is restricted to paved surfaces.

CONTACT: To report an abandoned or illegally parked vehicle on public right-of-way, call the Denver Sheriff's Department Abandoned Vehicle hotline, 303.295.4367.



City Processes for Neighborhood Issues, Concerns, and Complaints

CONTACT: Your Police District Office.

CONTACT: To report vehicles parked illegally on private property or an excessive number of vehicles, call Neighborhood Inspection Services, 720.865.3200. Be sure to give the address of the property in question when you call. You can also submit a report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

What Every Neighbor Needs to Know...

common problems that negatively impact our neighborhood and quality of life

Violations regarding our Houses...

- no heat, no water, no electricity
- poor interior sanitation
- broken windows
- missing screens (May through September)
- roof in poor repair (leaking)
- broken, cracked, defective masonry walls, chimneys, etc.
- rotted or missing wood trim or members
- structural defects
- exposed (unprotected) wood surfaces
- rain gutters missing or in disrepair
- overcrowding: code requires 150 sq. ft for first person and 100 sq. ft. for each additional person

Call Environmental Health...**720-865-5401 or 5390**

- no visible house numbers
- number of unrelated people living in a single-family dwelling
- illegal to add second kitchen in any residential district without approval from Board of Adjustment

Call Neighborhood Inspection Services...**720-865-3200**

Other Building Violations...

- structurally unsound buildings
- construction being performed without permit is illegal
- most types of remodeling require a permit based on the valuation of the work and tends to be minimal. They are the same for homeowner or contractor. A permit for work costing \$500 or less costs \$25; a permit for work costing \$500-\$2,000 is \$35; and costs graduate from there.
- permit also required for water heater and furnace replacement whether work is done by homeowner or contractor

Call Building Inspection...**720-865-2505**

If you get the run-around, ask for a Chief Inspector.

To verify a permit...**720-865-2790**

Vehicle & Parking Violations...

- Vehicles:
 - one vehicle per licensed driver, plus one additional vehicle per residence is allowed.
 - in and out driving without gravel, asphalt, or concrete surface is illegal
 - commercial or multi-unit properties must have asphalt or concrete parking
 - illegal to park on front lawn of any property
 - illegal to perform major car repairs out of doors; repairs must be done inside an enclosed garage (exception: occupants of a property may perform customary maintenance outdoors such as washing, fluid changes, brake repair, and engine tune-ups provided they are done on a driveway or in a parking space, on their own vehicle, between 8am and 9pm)
 - illegal to bring in and work on cars not owned by the property owner
- excessive number of vehicles parking at a residence
- no oversize vehicles (over 22' long) parking at a residence (RVs, buses, trailers, semi-trucks)
- inoperable, dismantled, or wrecked vehicles
- auto body repair, auto painting, heavy auto repairs, and other similar type activities are not allowed in residential zones
- semi-trucks, stake-bed trucks, tow trucks, and trucks exceeding 6,000 lbs. may not park 6,000 lbs. may not park in residential areas

Call Neighborhood Inspection Services...**720-865-3200**

Violations in our Yards...

- accumulations of rubbish in yards or along alley
- furniture intended for inside use or appliances in yard or on porches are not permitted
- untended vegetation over 6' in height
- accumulations of cut branches in yard
- accumulations of dog manure
- snow and ice removal from sidewalks is required:
 - Business: immediately after the end of a storm
 - Residence: within 24 hours of the end of a storm
- unsecured vacant building
- illegal dumping
- Residential Fences
 - allowed: 4' tall in front & forward of dwelling
 - allowed: 6' tall from front of dwelling to rear of property
 - permit required on all fences over 48" tall and for fences on corner lots (Call Zoning for more info: **720-865-3000**)
- defective fences (approved materials only- no barbed wire, corrugated metal, or salvage materials allowed)

Call Neighborhood Inspection Services...**720-865-3200**

Miscellaneous Violations...

- excessive number of pets
 - allowed: 5 total dogs and cats combined:
 - never to exceed a total of 3 dogs or 5 cats
 - in addition, may have up to 2 rabbits
- illegal to operate any type of business in residential zone districts except those limited home occupations that require a permit (these have special permit limitations and requirements); e.g., offices with employees not allowed
- Signs
 - no projecting signs, no signs above roof, no excessive signage (commercial)
 - no posting of flyers or handbills
 - no A-frame signs
- continuous yard sales (allowed 2 per year)
- Mobile Food Vendors
 - must have a permit to locate on a commercial property
 - hours of operation are limited to one four-hour period between 8am and 9pm per permitted location (up to 3 allowed)
 - must locate 50' from a residential zone
 - no detached signage or outdoor furniture allowed
 - cannot operate in Right-of-Way for longer than 30 minutes
 - to verify MFV permits: www.denvergov.org/Inspection_Services/template317890.asp (scroll to bottom)

Call Neighborhood Inspection Services...**720-865-3200**

For all NIS problems, it is important to call the 720-865-3200 Complaint Line number first. For follow-up information, call your NIS Inspector. If you get the run-around, speak to supervisor Tom Kennedy at **720-865-3207**.

You can also file complaints online: www.denvergov.org/NIS-Concerns/complaintform.asp

- Peddlers
 - must have city-issued license with photo ID displayed on clothing or from cord on neck
 - must carry product in approved, cleanable container, in good condition
 - can sell packaged food or food prepared in licensed commissary
 - cannot locate within 300' of a Denver park and must keep moving

Call Environmental Health...**720-865-5401 or 5391**

Our Sidewalks & Right-of-Ways...

- a sidewalk in disrepair is the responsibility of the homeowner. Permits are required before any construction begins.
- Mobile Food Vendors cannot operate on the street longer than 30 minutes
- it is illegal to park a motor vehicle on the sidewalk
- www.denvergov.org/development has the full Right-of-Way improvement guidelines

For more information or to report a dangerous sidewalk, call Con. Eng. Inspector Troy Aguinaldo...**303-446-3656**
Supervisor Dave Huntsinger...**303-446-3638**

About Trees & Plantings...

- low limbs extending over surface of street or alley must be a minimum height of 13' 6"
- plant material is not allowed to grow into alley or over sidewalk
- plant material cannot be over 18" tall in the public right-of-way*
- limbs over sidewalks or pedestrian ways must be minimum height of 8'
- trees and shrubs cannot block line of sight at an intersection or block view of signs (traffic, street, or regulatory)
- prune trees with dead or broken limbs over 2" in diameter
- remove dead, diseased, or dangerous trees (extensive deadwood)
- no storage of any Elm or Spruce wood for firewood or other use
- tree work must be conducted by licensed tree companies (call for free list of licensed contractors)
- any tree planting, pruning, or removal in the public right-of-way* must have a permit. Permits are free.

Call Forestry...**720-913-0651**

* The public right-of-way is defined as 7' in from a "hollywood curb" (typical to Athmar Park) or the area between the street and the sidewalk (e.g., Alameda, Federal, and Mississippi).

Residential Trash Collection...

- appliances containing freon such as refrigerators, freezers, and air conditioners are collected by appointment. They are collected separately to ensure environmentally safe disposal of freon and recycling of the metals. Doors must be removed for safety. These and ANY other major appliance can be scheduled for a weekly pick up by calling **720-865-6900**
- dumpsters are provided for use by Denver residents only. Businesses and non-residents may not dispose of trash in Denver alleys and dumpsters. Report illegal dumpers at **720-865-6899**.
- branches must be cut and bundled in lengths less than 4'. Bundles must weigh less than 50 lbs. Up to five bundles may be placed at least 4' from your trash containers on your collection day. If your trash is collected from dumpsters, up to 5 branch bundles may be placed in the dumpster. If you have more than 5 bundles, wait for a Large Item Pickup day.
- large household items like furniture, sinks, bicycles, and the like are collected on a 5-week service cycle. Call **720-865-6900** to find out when your area is scheduled for Large Item Pickup. The schedule is also published on the internet: www.denvergov.org/trash
- non-collectable items are:
 - soil, sod, loose yard debris, and uncut or untied branches
 - bricks, concrete, and building materials
 - auto parts and scrap metal
 - commercial or industrial waste, hazardous chemical waste of any kind
- household hazardous waste such as used oil, gasoline, antifreeze, batteries, paint products, pesticides, fertilizers, and other chemical products should not be disposed of in your weekly trash or poured on the ground, in the street, or down the drain.

To arrange for proper disposal of these materials, call 1-800-HHW-PKUP (1-800-449-7587). Solid Waste Management requests customers dispose of at least three items to maximize efficiency. Items are limited to the quantity of materials that can fit in the collection kit.

- alternate proper disposal method for used motor oil: Checkers, PepBoys, and Car Quest have free disposal sites at their stores

Call Solid Waste Management...**720-865-6900**

Wastewater...

- it is illegal to drain a washing machine into the storm sewer system. Washing machine water needs to drain into the sanitary sewer system in your home, along with the rest of the wastewater. Report illegal discharges at **303-446-3700 #1**.

Recycling...

- The City of Denver has a voluntary curbside recycle program for aluminum cans, plastic bottles, newspaper, tin, glass, telephone books, corrugated cardboard, paperboard, junk mail, magazines, office paper, telephone books, and brown paper bags. The benefits to participating are immeasurable to our community and planet. APNA urges you to participate! Call 720-865-6900 or visit www.denvergov.org/denverrecycles to sign up for recycling service.

Graffiti Removal...

The City of Denver has committed to assisting residents and businesses with the removal of graffiti vandalism on their property if they are unable to take care of the vandalism themselves. There is no charge in most cases, except for extra-large surfaces. The City does not provide services for glass that has been vandalized with acid..

The City requires property owners to sign a release form giving permission for removal of graffiti on their property. You fill out a release form the first time you need assistance; it will cover any further requests for assistance. You can also pre-authorize before you get graffiti on your property. The City will send a form in the mail. Once permission is given, the City will respond as soon as possible, usually within 48 hours. Come to the telephone prepared to give the exact address of the property and where the graffiti is located on the property. You can also report graffiti online at www.denvergov.org/graffiti or call **720-865-7867**.

Other Resources...

- Abandoned Vehicles 303-295-4367
- Alley/Pot Hole/Street Repair 720-865-6855
- Animal Abuse 303-698-0080
- Brother's Redevelopment..... 303-202-6340
case-by-case evaluation & assistance with yard and home repairs
- Commission on People with Disabilities..... 720-913-8480
- Community Housing Services..... 303-831-1935
help regarding tenant/landlord issues
- Denver Area Youth Services..... 303-727-8797
low-cost yard work, clean-up, demolition, rehab., painting
- Denver Mediation Center 303-697-8515
No-cost mediation service that assists in finding remedies to problems between neighbors/businesses
- DPS Security..... 720-764-3911
- Environmental Health..... 720-865-5452
noise and fume violations, home sanitary concerns, overcrowding
- Harrison Memorial Animal Hospital..... 303-722-5800
low-cost spay/neuter and veterinarian services
- Paint Bank..... 720-865-7867
- Seniors' Resource Center 303-235-6941
- Street Light Repair 1-800-895-4999

1. Planned Housing for Special Populations

Residential Care Uses

The purpose of the Residential Care Use Ordinance is to:

- ◎ Develop zoning regulations applicable to housing for special populations that are humane, equitable, and enforceable through the regulation of institutions.
- ◎ Support and reinforce the viability and continuation of neighborhoods and communities that provide healthy environments for all their residents. In addition, to prevent the institutionalization of residential neighborhoods by concentrating residential care uses so as to allow all residents, including the special populations, to reap the benefits of residential surroundings.
- ◎ Increase location opportunities for critically needed residential care facilities, thereby helping to integrate special populations into mainstream society.
- ◎ Comply with the principles, policies, and regulations of federal and state fair housing legislation, as well as establishing an ongoing, effective process of communication between local neighborhood residents, the operators of residential care facilities, and City agencies that regulate such facilities.
- ◎ Encourage and coordinate the use of common categories and definitions of residential care facilities for special populations by the regulatory City agencies, as well as all involved licensing agencies.
- ◎ Promote the dispersing of facilities and beds for special populations, thereby preventing individuals from being forced into neighborhoods with concentrations of treatment facilities and beds; thus perpetuating isolation resulting from institutionalization.

Small Residential Care Uses

A small residential care use is described as the primary residence of eight or fewer persons allowing the housing of a number of unrelated persons, which is in excess of the number of unrelated persons allowed per dwelling unit in the zone district or transitional housing ordinance. The definition of a small residential care use does not include a residence for older adults, a community corrections facility, a shelter for the homeless, a rooming and/or boarding house, a nursing home, a safehouse, or a large special care home.

Procedure for an Application of a Small Residential Care Use

Upon the submittal of a completed application for a small residential care use, the Zoning Administrator will send the application, as well as, the name, address, and telephone number of a staff member and the name of the operator, to all RNOs within a 200 foot radius of the proposed site. This is all to be done within five days of receipt of the completed application. They will also send this information to all appropriate City Council members and to City agencies, as specified in the Zoning Ordinance.

Deadline for Comments

Interested parties may submit comments to the Zoning Administrator within 45 days of receipt of the application by the City. Additional time for comment—not to exceed 10 days—may be granted upon a showing of good cause.

E. Special Land Uses

City Processes for Neighborhood Issues, Concerns, and Complaints

Public Information Meeting

If requested, within 20 days of receipt of the application by a City Council member or officer of an RNO, the Zoning Administrator shall facilitate a meeting among the City Council person, the registered neighborhood organization, and the applicant to discuss the application. This meeting is to be held prior to the expiration of the original 45-day comment period.

Evaluation of Application

The City Agencies shall evaluate the application and submit recommendations to the Zoning Administrator no later than 45 days after receipt of the application. Within 15 days after receipt of the recommendation, the Zoning Administrator shall; issue, issue with conditions, or deny the permit after consideration of the application, City agency recommendations, comments received during the comment period, and the criteria listed below:

- ⊙ The applicant is the owner or has the written permission of the owner of the property.
- ⊙ The applicant and the operator have obtained, or will obtain upon granting of the permit, any licenses or certifications required by the state or the city.
- ⊙ There is adequate parking for the proposed use.
- ⊙ Any proposed exterior alterations or additions do not alter the character of the surrounding neighborhood.
- ⊙ Locating the proposed use in the neighborhood shall not substantially or permanently injure the appropriate use of nearby conforming property, or shall not cause or add to the institutionalization of residential neighborhoods. This is because it would prevent all residents, including the special populations, from being able to reap the benefits of the residential surroundings.

Notification of the Decision

Notice of the decision of the Zoning Administrator shall be sent to the applicant, appropriate City Council members, RNO(s), and other interested parties. Within 30 days after occupying the structure, the operator shall notify all neighbors within 200 feet of the facility that the facility has opened and the name and telephone number of a staff member or the operator designated as a contact person.

CONTACT: For more information, call Community Planning and Development, 720.865.3000.

Large Residential Care Uses

A large residential care use is described as the primary residence of nine or more residents, a shelter for the homeless of any size, or a community correction facility of any size. This does not include residences for older adults, nursing homes, rooming and/or boarding houses, safe housing, transitional housing, or residential structures containing residents whose principal form of support is financial assistance.

Procedure for an Application for a Large Residential Care Use

Prior to filing an application for a large residential care use, the applicant shall meet with the Zoning Administration to discuss procedures and requirements. Applications must be submitted in the format required by the Zoning Administration. Upon the submittal of a completed application for a large



City Processes for Neighborhood Issues, Concerns, and Complaints

residential care use, the Zoning Administrator shall, within five days of receipt of the completed application, send the application and the name, address, and telephone number of a staff member and the operator to all registered neighborhood organizations within a 200 foot radius of the proposed site. They also must send this information to all appropriate City Council members, and to City Agencies as specified in the Zoning Ordinance.

Public Information Meeting

The Zoning Administrator shall ensure that an informational meeting is held between 25 and 45 days after the application is filed. At least seven days prior to the meeting, the applicant shall distribute written notices about the meeting to residents, businesses, and owners of property within 200 feet of the proposed facility.

The meeting shall be held at an appropriate location approved by the Zoning Administrator. The City shall facilitate the meeting. The purpose of the meeting is for the applicant and the operator to provide information, ask questions, and to obtain comments and information from interested parties concerning the proposed facility and its operation prior to determining whether the proposed facility complies with the requirements of the code. The informational meeting shall be attended by appropriate City staff, the applicant, and the operator. The applicant and the operator shall each designate a qualified individual to receive questions and concerns from interested neighbors and shall establish a process, if requested, by nearby residents and businesses, which allows for initial and continuing exchange of information and comment regarding the operation of the facility.

Timing of Application

Following the submittal of the completed application, a minimum of 55 days shall transpire, during which time no permit shall be approved or denied, unless the Zoning Administrator determined that all the review required, including the neighborhood response, is completed prior to 55 days.

Evaluation of Application

The City Agencies shall evaluate the application and submit recommendations to the Zoning Administrator no later than 45 days after receipt of the application.

Within 15 days after receipt of the recommendation, the Zoning Administrator shall issue, issue with conditions, or deny the permit after consideration of the application, City agency recommendations, comments received during the comment period, and the criteria listed below:

- ⊙ The applicant is the owner or has the written permission of the owner of the property.
- ⊙ The applicant and the operator have obtained, or will obtain, upon granting of the permit, any licenses or certifications required by the state or the city.
- ⊙ There is adequate parking for the proposed use.
- ⊙ Any proposed exterior alterations or additions do not alter the character of the surrounding neighborhood.
- ⊙ Locating the proposed use in the neighborhood shall not substantially or permanently injure the appropriate use of nearby conforming property, or shall not cause or add to the institutionalization of residential neighborhoods that would prevent all residents, including the special populations, from being able to reap the benefits of the residential surroundings.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ The number of beds in the proposed facility, in combination with the number of existing correctional institution and residential care use beds, within the affected area, regardless of compliance with the spacing and density requirements, shall not substantially or permanently injure the neighborhood or shall cause or add to the institutionalization of residential neighborhoods that would prevent all residents, including the special populations, from being able to reap the benefits of residential surroundings.
- ⊙ The size and architectural style of new structures or additions to existing structures located in a residential zone shall not be substantially dissimilar from other structures in the surrounding residential neighborhood and shall comply with all other requirements of the district in which it is located.
- ⊙ The applicant will adequately maintain the building and grounds.
- ⊙ The notification requirements have been satisfied and a report on the informational meeting, confirming the attendance of the qualified individual, representing the applicant or operator, and containing the comments of the public, has been transmitted to the Zoning Administrator.
- ⊙ All the criteria for a permit have been satisfied. Notification of the Decision Notice of the Zoning Administrator's decision shall be sent to the applicant, appropriate City Council members, RNO(s), and other interested parties.

Spacing, Density, Site, and Other Requirements

All proposed large residential care uses shall satisfy the following minimum requirements, unless specifically exempt by other provisions. All existing large residential care uses, any existing PUD, zone district used for a large residential care use, and any church containing a shelter which exceeds the limits of section 59-2(28), shall be counted when the following spacing and density requirements are applied:

- ⊙ **Spacing:** A large residential care use shall be a minimum of 2,000 feet from another such use, and no more than two other such uses shall exist within a 4,000-foot radius measured from the proposed use. However, the Zoning Administrator may approve or deny the permit in a location in violation of the spacing and density regulations, upon a determination that locating the proposed use will not substantially or permanently injure the neighborhood and provided that the spacing violation is less than ten percent of the required spacing. The Administrator may require up to 200 feet of additional spacing between large residential care uses in impacted neighborhoods. Impacted neighborhoods, for the purpose of this section, shall be those neighborhoods that have more residential care uses within their boundaries than the citywide average number per neighborhood. The Zoning Administration shall keep records of those neighborhoods that are impacted.
- ⊙ **Minimum Lot Dimensions:** The proposed use shall have a minimum lot size of 6,000 square feet and a minimum lot width of 50 feet.
- ⊙ **Required Off-Street Parking:** The proposed use shall provide one parking space for each member of the staff, unless the Zoning Administrator modifies this requirement after consideration of all pertinent factors, including problems of parking congestion on abutting streets and physical constraints on the ability to comply.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ **Limitations on External Effects:** Large residential care uses shall comply with the limitations on external effects in the district in which it is located.
- ⊙ **Special Requirements:** Certain large residential care uses shall be subject to the following special requirements. In the RS-2, RS-4, R-0, R-1, R-X, R-2, and R-2-A zone districts, large residential care uses, other than a community corrections facility or a shelter for the homeless, shall be located only in a structure existing on or before May 24, 1993, and shall be limited to a maximum number of twenty residents. Such a structure shall not be enlarged, as long as it is used for a large residential care use. In the R-3, R-3-X, and R-4 zone districts, large residential care uses, other than a community corrections facility or a shelter for the homeless, shall be limited to a maximum of 40 residents.

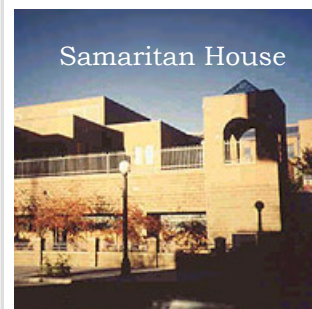
Community Corrections Facility

This facility shall be allowed, only in the B-5, B-7, PRV, I-0, I-1, and I-2 zone districts; and shall be located more than 1,500 feet from a school meeting all requirements of the compulsory education laws of the state and more than 1,500 feet from a residential zone district. The proposed number of residents shall not exceed one person per 200 square feet of gross floor area with a maximum of 40 residents in the permitted zone district. However, if a proposed facility is located in the I-1 or I-2 zone districts, such facility may have up to 60 residents.

Shelter for the Homeless

Shelters for the homeless shall be allowed only in the R-3, R-4, R-5, B-A-1, B-3, BA-3, B-4, B-8, I-0, I-1, I-2, O-1, CMU-20, TMU-30, RMU-30, CMU-30, MS-1, MS-2, and MS-3 zone districts. The number of beds shall not exceed 200. Temporary shelters operated within or by a church or buildings owned by nonprofit or governmental entities need not comply with the provisions of this subsection, provided the following limitation is satisfied. Such shelters may be operated for up to 120 days in either consecutive or nonconsecutive order per calendar year with any number of residents allowed. It may be operated throughout the entire year with one of the following: a maximum of 8 residents or any number of persons bearing to each other a relationship as defined in section 59-2(131) single-unit dwelling. If such limitation is exceeded, the shelter must comply only with the spacing and density regulations, and need not comply with any other requirements of section 59-80(2) residential care uses. Proposed shelters for the homeless shall be located more than 500 feet from a school meeting all the requirements of the compulsory education laws of the state. Applications for a permit for a shelter shall contain information addressing the following matters:

- ⊙ Maximum resident capacity.
- ⊙ Characteristics of the client group.
- ⊙ Accessibility of the site to other services and facilities, which are needed by residents of the proposed shelters.
- ⊙ General hours of operation.
- ⊙ Services provided.
- ⊙ The adequacy of off-street parking to serve the staff and residents, such parking to be located on the site and/or nearby sites.
- ⊙ If a new building is to be constructed, the compatibility of its proposed architectural characteristics and site design to the surrounding neighborhood.



City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ The availability of restroom facilities serving the shelter residents while the shelter is closed including, but not limited to, restroom facilities provided by the City.
- ⊙ The placement and supervision of waiting areas so the operation of the shelter will not normally create obstructions or problems in the use of the adjacent public rights-of-way.
- ⊙ Evidence that the proposed shelter for the homeless will comply with the limitations on external effects as established for the uses by right in the district in which it is to be located.
- ⊙ Other characteristics of the operation which the applicant may deem to be of significance.

No permit shall be approved unless the Zoning Administrator finds the proposed shelter will not substantially or permanently injure the appropriate use of conforming residential properties located within 500 feet of the proposed use. Evidence of such injury shall clearly establish specific problems attributed to residents of the proposed shelter for the homeless while in or around the shelter as distinct from the general problems attributed to persons using or passing through the subject area. The permanent increase in the number of shelter residents or in the amount of floor area of such shelter exceeding 10 percent shall require the approval of a use permit according to the procedure established for a large residential care use. In reviewing requests for such increases, the review committee and the Zoning Administrator shall consider the matters listed in the criteria for a large residential care use.

CONTACT: For more information, call Community Planning and Development, 720.865.2915

2. Planned Building Group (PBG)

A “zone lot” is the land designated as the building site for a structure, as well as the land area occupied by a use structure. The Planned Building Group (PBG) is a special zone lot plan, which – when approved – allows two or more buildings to be constructed on a single zone lot.

Exceptions Allowed Under the PBG Site Plan Process

The PBG procedure and the resultant PBG zone lot plan does not waive any zoning requirements for any Zone District except:

- ⊙ The requirement that a separate zone lot must be designated, provided, and maintained for each structure containing a use by right.
- ⊙ The requirement governing the location and height of fences, walls, and retaining walls.

Zone Districts which Require PBG Site Plan

- ⊙ A PBG zone lot plan is required whenever two or more structures are proposed for a single zone lot in any of the following zone districts: R-1, R-2, R-3, R-4, R-5, B-1, B-A-1, B-2, B-A-2, B-3, B-A-3, B-4, B-A-4, B-8, Cherry Creek North, Main Street, Mixed Use, and O-1.
- ⊙ Sites in the B-2 and B-3 zone districts, of one acre or more in size, are subject to the development plan requirements of the Denver Zoning Ordinance.
- ⊙ Generally, B-2 and B-3 development plans take the same form and follow the same process as PBGs.
- ⊙ PBG Site Plan in a Planned Unit Development (PUD) District – Each

PUD is controlled by a district plan and a site plan. As a condition for granting the PUD designation, the PUD district plan must be approved by City Council. The developer must prepare a much more detailed site plan to be reviewed and approved by the Development Review Committee.

CONTACT: For more information, call the Department of Community Planning and Development, 720.865.2915.

3. Development Site Plan Review and Subdivision Processes

The previous section describes zoning as the primary technique for land use control. The zoning classification for any given property establishes the permitted uses for that property, as well as the intensity of development.

However, due in part to the complex nature of some forms and types of development (particularly multi-building developments), there is a need to regulate not only the land uses and intensity of development but the design and functional operation of the site itself. This is the primary purpose of development site plan review.

Developments That Require Site Plan Review

The Denver Zoning Ordinance states that the following types of development are required to undergo site plan review and approval:

- ⊙ Planned Building Groups (PBGs)
- ⊙ B-2 and B-3 district developments of 1 acre or more
- ⊙ Planned Unit Developments (PUDs)
- ⊙ R-X Developments
- ⊙ Planned Developments (PDs) on lots over 10,000 sq. ft. in B and R zones
- ⊙ Mixed-Use Zone Districts

CONTACT: For information about the site plan reviews, call a City Planner, 720.865.2994.

Described below is the process by which site plans are reviewed for PBGs, PUDs, PDs, and B-2 and B-3 District Development Plans. The process of approving a site plan by the DRC is administrative and does not require a public hearing. The approved site plan is recorded in the City Clerk's Office and copies are filed with the Zoning Administration and the Planning Office. Once the site plan is recorded, all development on the site must conform to the recorded site plan.

The following is the process for reviewing a PUD/PBG site plan.

- ⊙ Pre-application conference with CPD.
- ⊙ Submittal of Schematic Plan (20 copies) to Zoning along with required fees.
- ⊙ 2-week review of Schematic Plan by agencies. Planning Office forwards comments to developer for incorporation into preliminary plan.
- ⊙ Developer submits storm drainage and sanitary sewer studies to Wastewater Management, if it is required. Developer checks with Water Department regarding water plans, main extensions, etc.
- ⊙ Submittal of Preliminary Plan (14 copies) to Planning Office. Planning Office distributes plans to agencies for review.
- ⊙ 2-week review of Preliminary Plan by agencies. Planning Office forwards comments to developer for incorporation into final plan.

City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Street Development Agreement prepared by Traffic Engineering and signed by owner. City Services Agreement prepared by Design Engineering and signed by owner.
- ⊙ Submittal of Final Plan (14 copies) to Planning Office. Planning Office distributes plans to agencies for final review.
- ⊙ Planning Office and Design Engineering each circulate approval sheets among agencies. When approval sheets are completed, Planning Office requests the original copy of the plan.
- ⊙ Developer may obtain temporary street address from Design Engineering and may apply for Sewer Use and Drainage Permit from Wastewater Management.
- ⊙ Building plans may be submitted to the Building Department for review.
- ⊙ Original is submitted to Planning Office for signatures. Design Engineering schedules City Services Agreement for Mayor/Council meeting.
- ⊙ City Services Agreement is processed through City Council.
- ⊙ Original is filed with Clerk and Recorder by Design Engineering.
- ⊙ Developer may obtain permanent address.

Site Plans for Planned Unit Development (PUDs)

Site plans for PUDs normally bypass the schematic review phase. The PUD site plan for a given site may not be accepted for review until City Council has approved the PUD rezoning for the site. The district Plan Map, that is included in the application for the PUD rezoning, normally is adequate for the schematic plan.

Minor Site Plan Review Process

Site plans for PBGs, PUDs, as well as Development Plans for B-2 and B-3 zone districts, may often be processed through a “minor” review process. The minor review process takes considerably less time than the normal review process and allows for the use of site plans that are considerably less formalized than the site plans required for larger developments. A “minor” review usually involves four or fewer structures and less than one acre of land.

Eligibility Requirements for a Minor Site Plan Development

To be considered a “minor” development and be eligible for a minor review process, a development must:

- ⊙ Involve no more than one acre of land;
- ⊙ Involve no more than four structures, including existing structures, unless authorized by the Planning Office prior to application;
- ⊙ Have principal frontage on a established street; and
- ⊙ Involve a land area that has been subdivided and can be described by a lot and block description.

All site plans for PBGs, B-2, and B-3 District Development Plans, and — as applicable — all site plans for PUDs must conform with the rules, regulations, and requirements set forth in the document “*PUD/PBG Rules and Regulations for Site Plan Review.*”

CONTACT: For more information, call Community Planning and Development Zoning Administrator, 720.865.3000.

City Processes for Neighborhood Issues, Concerns, and Complaints

Notification Procedure for Planned Building Groups (PBG)

The following notification procedure is used for submittal of a Planned Building Group (PBG):

- ⊙ The applicant submits an application form and a plan to the Zoning Administration. If the plan involves a site with one acre or more of land area and more than four structures, the initial plan submittal should be in the form of a schematic plan meeting the requirements and standards set forth in the *“PUD/PBG Rules and Regulations for Site Plan Review”*.
- ⊙ Zoning distributes the plan to the Development Review Committee for a 14-day review period. Written comments from the Development Review Committee agencies are requested by the end of the review period.
- ⊙ The Planning Office notifies all RNOs whose boundaries include, or lie within 200 feet of, the PBG site. Written comments are requested within 14 days; however, representatives from RNOs may request an extension of up to 14 additional days on standard (not minor) PBGs, if necessary. This request must be in writing, explain the reason for the extension, and be received by the Planning Office within the initial 14-day period.
- ⊙ The Planning Office also notifies the City Councilperson within whose district the site is located.
- ⊙ If no written comments are received by the end of the 14 day review period or any written requests for an extension of the review period, the Planning Office will approve the plan and forward it to the Zoning Administration for approval and recording, assuming they have no comments and the plan meets all of the PBG requirements.
- ⊙ If written comments are received from a Development Review Committee agency or the Planning Office has comments, the plan will be returned to the applicant, along with the comments, for revisions.

CONTACT: For more information, call Community Planning and Development, 720.865.2915.

Neighborhood Input Considerations for PBGs and PUDs

If written comments are received from an RNO, a City Councilperson, an adjacent property owner, or any other interested group or individual, the Planning Office will evaluate such comments. These comments should be in accordance with the Planning Design Standards contained in the PUD/PBG Rules and Regulations. The Planning Office has legal authority to impose such requirements.

If Zoning determines that it is either unreasonable or beyond the authority of CPD to impose such requirements, Zoning will notify the organization or the individual. They will inform the organization or individual that the plan will be approved without incorporating the comments, but such approval can be appealed to the Board of Adjustment for Zoning Appeals.

If the comments are reasonable, Zoning has the authority to relate the comments to the applicant as requirements for incorporation into the plan, as a condition for approval.

The organization or individual making the comments will be advised of the status of incorporation of their comments into the plan.

CONTACT: For more information, call the Community Planning and Development Agency, 720.865.2915.

Building Height Regulations

The Denver Zoning Ordinance directly and indirectly limits building heights. Direct controls include “bulk planes”, which form invisible “tents” over zone lots. These tents vary in shape and size among various zone districts and zone lot sizes. In combination with ordinance-specific building height maximums they limit the shapes and heights of buildings.

There are other zoning provisions that indirectly affect building heights. These provisions include floor area ratios (FARs), dwelling unit density, and parking and open space regulations. These provisions are not discussed here because—irrespective of their impact on height—no building can exceed any height established by a bulk plane.

Special Zoning Controls

In March 1986, the City Council adopted legislation amending the Denver Zoning Ordinance to further limit heights of tall buildings located close to low and medium density residence zones (namely RS-4, R-X, R-0, R-1, R-2, or R-2A).

The regulations apply within 175 feet of any medium or lower density zoned residential area and 1) limit the maximum height of the ceiling of the highest floor on any building to between 10 feet and 75 feet, and 2) the height of any building between 10 feet and 75 feet, if the building is habitable and located in close proximity to the residential area. These regulations apply in the following zone districts: R-2-A, R-3, R-3-X, R-4, R-5, B-1, B-A-1, B-2, B-A-2, B-3, B-A-3, B-4, B-A-4, B-8-A, B-8-G, B-8, I-O, I-1, I-2, H, MS, O-1, O-2, and P-1.

Subdivision Review

The purpose of a subdivision is to divide a single parcel of land into two or more parcels for the purpose of sale. The purpose of a subdivision also includes the dedication of land for streets and other public purposes.

Enacting Powers for Subdivisions

Subdivisions may be enacted only by legislative action of the governing body of a city or county, at the formal request of the owner of the land proposed to be subdivided.

After approval by the City Council, a subdivision plat map is recorded with the City Clerk and Recorder’s Office, which is thereafter the official reference and basis of all individual ownership of land in the area that was subdivided. If any change in the subdivision is to occur, it must be re-subdivided.

Review of Subdivisions

Review of a proposed subdivision is governed by regulations in the City Subdivision Ordinance, which prescribes specific conditions that must be met.

CONTACT: For more information, call the Community Planning and Development Agency, 720.865.2915.

4. Parking Lot Landscape Review

The Denver City Council adopted an ordinance requiring landscape plans be submitted and approved for new parking areas containing more than fifteen spaces or 4,500 square feet of parking area.

Conditions for Approval for a Parking Landscape Plan

A landscape plan is required if all the following conditions are met:

- © There is a new parking area and/or an expansion of an existing parking area and/or a change in use of gross floor area of a structure that

City Processes for Neighborhood Issues, Concerns, and Complaints

changes the off-street parking requirements;

- ◎ The zone lot is in any zone district except:
 - Landscape plan is required in the B-7 and B-8 zone district, only if the parking is being provided to meet the off-street parking requirements;
 - The P-1 zone district, in which a landscape plan is required only if one or more property lines abuts a zone district other than B-5, B-7, B-8 or P-1; or
 - The parking area has 15 spaces or more.

Landscaping Requirements

The required landscaping must take the form of frontage, perimeter, and/or internal landscaping and/or screening, depending on the number and configuration of parking spaces. The specific requirements are set forth in the handout, *Rules and Regulations for the Landscaping of Parking Areas*, available from the Denver Planning Office or Zoning Administration for \$10.00.

Reviews of Landscape Plans

All landscape plans are reviewed by CPD and the Planning Office. The City Forester and the Department of Public Works review those landscape plans involving landscaping in the public right-of-way.

Maintenance of Landscapes

All landscape plans must make adequate provision for the completion and maintenance of landscape improvements. To assure completion and ongoing maintenance, the owner of the property must sign a certificate statement and a copy will be recorded in the Office of the Clerk and Recorder.

CONTACT: For more information, call Community Planning and Development, 720.865.2915.

Access to a space is the prerequisite to using any space. Access is important because it links the neighborhood to all the functions that people need to make it through their daily lives. Without the ability to enter or to move within it, space is of no value, no matter how vast or rich in resources. The economic and cultural health of a city is in direct relationship to the capacity of its inhabitants to move about. The ordinary street is the basic element of the city landscape and policies for its form and maintenance are a legitimate concern for any City government.

1. Paving of Streets and Alleys, and Pothole Repair

Denver Public Works is responsible for the maintenance of pavements on public streets and alleys. Work is scheduled and budgeted based on the annual recommendations of the City's Pavement Management System, which models pavement condition, deterioration, and available funding to provide the most cost effective program within the available budget.

The Pothole Repair Program addresses potholes throughout the City by working in designated sectors on a rotating basis. In addition, potholes are repaired on a complaint basis for service requests. The target response time to service requests from citizens is 72 hours; most potholes are repaired within 24 hours of when the call is received.

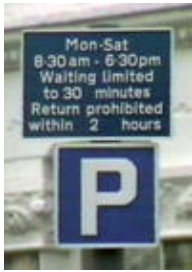
CONTACT: To submit a Service Request for pothole repair, call the Street Maintenance, 720.865.6855, or submit a request online at: www.denvergov.org/eform.asp?opt=1&formid=173.

F. Streets and Rights-Of-Way



City Processes for Neighborhood Issues, Concerns, and Complaints

CONTACT: For information about street and alley paving, visit www.denvergov.org/Street_Maintenance.



2. Residential Permit Parking Program

When a residential block or area is severely impacted by non-residential parking, the City will consider establishing a Residential Permit Parking program. To consider a block or area for inclusion in the program, the person or persons desiring time-limited parking must circulate a petition, using the same criteria as in described under *Major or Councilmanic Permits* in section “6. Public Right-Of-Way (Occupancy And Regulations)” on page 100. When a block or area is established for Residential Permit Parking, residents may obtain permits to exempt their vehicle(s) from the posted limits.

CONTACT: For more information, call Parking Management, 720.913.1720, or visit their website at www.denvergov.org/knowparking.

3. Street and Alley Occupancy For Block Parties

One way to generate a sense of community within neighborhoods is to close off a local residential neighborhood street (or alley in cases where that is more appropriate) for a short period of time and have a block party.

Permit Procedure

The general procedure for this is as follows:

- ⊙ At least one month before the event, send a written request to Public Works Permit Operations, including the name and address of the applicants, the street or alley occupancy location, and the date, time, and purpose of the occupancy.
Any group that wants to hold an event on City property must have liability coverage. The City’s Master Permit Liability Insurance Program coverage is available for your event on City right-of-way. Your cost is determined by the type of activity, its duration, and the probable attendance.
Any closure of a State Highway will require an additional permit from the Colorado Department of Transportation located at 2000 South Holly Street, Denver, Colorado, 80222.

If the City permit is approved there are a number of important regulations governing the occupancy, as authorized in DRMC, Chapter 49: Streets, Sidewalks, and Other Public Ways. Some of the more relevant regulations are:

- ⊙ Barricades must be furnished by the applicant and be in accordance with the Manual of Uniform Traffic Control.
- ⊙ A license must be obtained for the sale of beer, wine, or liquor from the City’s Director of Excise and Licenses.
- ⊙ A permit must be secured from the Department of Environmental Health, for the vending of food and drink.
- ⊙ The applicant must remove all refuse prior to the reopening of the street or alley.
- ⊙ The occupancy permit holder is liable for all injury or damage to persons or property.
- ⊙ Failure to comply with the regulations may result in a fine of up to \$300 per day.



City Processes for Neighborhood Issues, Concerns, and Complaints

- ⊙ Disputes regarding the occupancy permit agreement are to be resolved by Administrative Hearing.

CONTACT: For more information about temporary street or alley closure requirements, call Public Works Permit Operations, 303.446.3759 or visit their website at www.denvergov.org/PWPermits.

CONTACT: For more information about special events liquor licenses, call the Department of Excise and Licenses, 720.865.2760.

4. Street and Alley Vacations

From time-to-time neighborhoods might benefit by vacating a street or an alley. A street vacation or alley vacation is the process by which the City gives up its ownership interest in a particular area of public right-of-way by an ordinance passed by City Council.

The procedures to do this are:

- ⊙ Send a written request to the Manager of Public Works, giving the specific location and reasons for the request.
- ⊙ If, in the opinion of the Engineering Division, the proposal appears to be in the best interests of the City and is feasible, the request will be considered.
- ⊙ The vacation proposal is sent to various City and public agencies for review and comment
- ⊙ If problems are uncovered, attempts will be made to resolve them. If they cannot be resolved, the proposed vacation is dropped.
- ⊙ Once all problems are resolved, the applicant must post signs at each end of the affected street or alley and indicate how and when residents and property owners may register objections or comments (usually in writing before a deadline set by the Division). If any protests are filed, a public hearing will be held in the Department of Public Works.
- ⊙ If there is a protest, the proposed vacation is usually denied.
- ⊙ If the Manager of Public Works does not receive written objections within a specific amount of time, a decision for approval may be made.

Opposing an Application for Street or Alley Vacation

Neighborhoods might wish to protest an application for a street or alley vacation filed by someone else. RNOs should receive written and email (if specified when registering with the City) notification of proposed street or alley vacation requests, including the deadline for filing of an objection. These steps should be followed:

- ⊙ Contact the applicant to discuss the reasons for the proposed vacation.
- ⊙ Evaluate the benefit to the neighborhood and whether any impact will be harmful to the neighborhood.
- ⊙ If it is decided to file a protest, do so in writing to the Manager of Public Works with a clear explanation of your reasons. Send a copy to the applicant and to the City Councilperson for the district. Be sure to reference the case number and the address in question in your protest.
- ⊙ If you are notified that the Public Works Department will conduct a hearing, plan to attend and testify.

CONTACT: For more information on Vacation Entrance Requirements, call Public Works Plans Review Services, 720.865.2782, or visit their website at www.denvergov.org/PWPRS.



5. Requesting Mid-Block Street and Alley Lighting

Mid-block street and alley lighting often is requested by neighborhoods. One reason could be that lighting makes streets and alleys safer for motorists and pedestrians, and may even help reduce vandalism and crime.

Each year, a portion of the Street Lighting budget is set aside for the cost of installing mid-block street and alley lighting if it is requested by the majority of the residents (property owners or their designated representatives) on a block. Lighting is often installed on both sides of the street or in alleys.

Residents near a mid-block location should be aware that approval of their request means the light and its pole would be located in the street or alley right-of-way at the property line between two houses. Excel Energy might require an easement for the wires to the new light poles.

Procedure for Requesting Mid-Block Street and Alley Lighting:

- ◎ Obtain a petition from the Street Lighting Section (or visit www.denvergov.org/Transportation/template314398.asp to download the form) and have it signed by each property owner (or their representative) on both sides of the street, alley, or block. Submit the completed petition to the Street Lighting Section.
- ◎ If the majority of the property owners on the block desire mid-block street or alley lighting, and all of the requirements are met, and the installation funds are available in the budget, the request will be forwarded to the Excel Energy for installation as soon as possible.

CONTACT: For more information call Traffic Engineering Services, 720.865.2660.

6. Public Right-Of-Way (Occupancy And Regulations)

A public right-of-way extends between the private property line on one side of the street (or highway) to the private property line on the opposite side of the street. The public right-of-way is dedicated to the public for its use in providing a street (and usually sidewalks) for access, legal addresses, transportation, and parking purposes. The public right-of-way often includes a portion of a property owner's lawn closest to the street.

Since the public right-of-way exists primarily to facilitate the transportation needs of the public, it is closely regulated. The regulations either prohibit or limit (through revocable permits) occupancy or use within the right-of-way. There is a process a person may follow to request a revocable permit that, if approved, would enable the permit holder to establish a specified use within the public right-of-way during a specified period of time. The Denver Revised Municipal Code classifies occupancy as permanent and temporary.

Permanent Occupancy of the Right-of-Way

Permanent occupancy of a right-of-way requires securing a revocable permit. These permits often allow substantial and expensive structures in the right-of-way that is infrequently revoked, in practice. There are two types of revocable permits; Major/Councilmanic, and Minor/Type B.

- ◎ **Major or Councilmanic Permits:** This type of permit includes building encroachments into the right-of-way, pedestrian crossovers, tunnels under the street, underground parking structures, traffic dividers, etc. To request a major revocable permit:
 - Submit a written request to the Manager of Public Works, stating the specific reasons and location of the permit, with dimensions.

City Processes for Neighborhood Issues, Concerns, and Complaints

- If the City Engineer and Transportation Engineering see no problems with the request, the applicant is required to pay an initial processing fee. The request is then circulated to various public agencies for their review and comment.
- If a problem is identified, it must be resolved to the satisfaction of the reviewing parties or the proposal is cancelled.
- Once denials have been resolved and the applicant pays all required fees, the request will go through the City Ordinance process.
- Major revocable permits must be renewed annually, at which time an annual inspection fee of \$50.00 is paid. Generally, such renewal requests are honored, unless a problem develops that cannot be resolved. Like zoning, major revocable permits go with the property at the time of sale.

© **Minor or Type B Revocable Permits:** Minor or Type B revocable permits for occupancy of a right-of-way are generally viewed as more temporary and less extensive physical intrusions. An example of this would be a canvas awning or a sign, which extends out from a building, and thus, projects over a portion of the right-of-way. The application process for a minor revocable permit is similar to the process outlined above for a major permit; however, there are some important differences:

- On these requests, the Engineering Division makes the decisions after the proposal is examined.
- If approved, a “letter permit” is issued (good for one year), after which a renewal request must be submitted annually. Insurance is still needed, covering the area/items of encroachment.
- Minor revocable permits require an annual inspection fee.
- Minor revocable permits do not go with the property at sale.

CONTACT: For more information on Type A or Type B Permit Entrance Requirements, call Public Works Plans Review Services, 720.865.2782, or visit their website at www.denvergov.org/PWPRS.

Temporary Occupancy of the Right-of-Way

Less extensive intrusions into a public right-of-way, such as bus benches, newspaper vending machines, flower boxes or containers, push carts, etc., also require a minor revocable permit. The application process for a minor revocable permit of a temporary nature or use is similar to the process for a minor “permanent occupancy” permit (described above). Public Works Permit Operations, the Development Engineering Services section of the Department of Public Works, handles the administration of the application.

CONTACT: Call Public Works Permit Operations, 303.446.3759, or visit their website at www.denvergov.org/PWPermits.

7. Traffic Signals

Requesting Traffic Signals

To determine necessity of a signal, traffic studies must be conducted at the requested intersection. The location must be examined for volume of pedestrian and automobile traffic, delays, and frequency of accidents. Traffic moving through the requested intersection is also studied in relation to other intersections in the surrounding area. The conclusions of these studies



determine if a signal is warranted or justified, according to the guidelines of the Manual of Uniform Traffic Control Devices (MUTCD).

CONTACT: Call Traffic Engineering Services, 720.865.3150, to request a traffic signal.

CONTACT: To learn more about the MUTCD and how signal warrants are determined, visit: www.mutcd.fhwa.dot.gov.

Requesting More Pedestrian Crossing Time

To request additional time to cross an intersection, contact Traffic Engineering Services and relay the problem in detail.

The Traffic Engineering staff will study the request, considering the number of pedestrians, traffic volumes, the working operation of pedestrian-actuated buttons (if present), check to make sure pedestrians understand and are properly using the buttons, as well as check that there is no technical malfunction with the signals. The staff will make a decision on the basis of their study and, if the request is approved, will make changes as soon as funding permits.

CONTACT: Call Traffic Engineering Services, 720.865.3150, for more information on how a traffic signal can be re-timed.

Requesting Repair of Traffic Signals

CONTACT: Any traffic signal malfunction should be reported to Traffic Engineering Services, 720.865.4000, giving the specific location and an explanation of the problem.

An emergency crew will then be dispatched to investigate the problem.

Miscellaneous Traffic Requests

CONTACT: To report faded or vandalized traffic signs or to report faded lane lines or crosswalks, call Traffic Engineering Services, 720.865.4000.

CONTACT: To report trees or shrubs blocking visibility at an intersection or to report tree branches blocking traffic signs, contact Forestry, 720.865.4000.

CONTACT: To request application for an on-street handicapped parking space, contact the Commission for People with Disabilities, 720.913.8480.

CONTACT: To request that intersection curb ramps be built, contact the Curb Ramp hotline, 720.913.8491.

CONTACT: To report a broken street light, call 800.895.4999 (choose option 4), or submit a report online at www.xcelenergy.com/streetlighting. Whether calling or reporting the outage online, please provide as much information as possible, such as; nearest street address/cross street, position of the pole (e.g., northeast corner or south side of the alley), and facility tag number (9 or 13 digits) listed on the streetlight pole.

8. Passenger Shelters And Waiting Areas

- ◎ **Bus shelters:** Shelters are generally built in the public right-of-way, which requires that the Regional Transportation District (RTD) must apply for and receive a revocable permit from the Department of Public Works. Those shelters built on private property must receive an easement from the property owner.

Because a typical street shelter costs about \$8,000 and another \$1,000



City Processes for Neighborhood Issues, Concerns, and Complaints

annually for maintenance, RTD's schedule, and budget for placing shelters is limited.

However, residents may request bus shelters for their area by calling or writing RTD's Design and Construction Division, giving the location and reasons why the shelter is needed.

Based on its study, RTD decides whether or not to build a passenger shelter. If the decision is favorable, construction will take place as soon as funding permits.

- ◎ **Waiting Areas:** RTD may install "waiting areas" at bus stops, where a shelter may not be justified, but existing conditions are not conducive to a safe and convenient waiting location. A "waiting area" is usually a 6' x 9' concrete sidewalk pad.

CONTACT: To request a shelter, waiting area, or for assistance regarding cleaning bus stops/shelters, call RTD Customer Service, 303.628.9000.

9. Snow Removal

The City's Responsibilities

The City's main arterials, including Colfax Avenue, Speer Boulevard, University Boulevard, Federal Boulevard, etc., are first priority during snowstorms, as are bridges and viaducts. All snow control resources are focused on these critical streets from the start of each storm to keep them as clear as possible and to facilitate travel. Red, white, and blue snowflake signs identify Denver's main arterials. These routes are subject to parking restrictions during severe storms.

Before a storm arrives, the Street Maintenance Division may apply a liquid deicer to the main streets and to bridges and viaducts to try to keep ice from forming. Once the snow starts to fall and accumulate, plowing begins. After the major streets have been cleared, snow control efforts shift to smaller arterial and local collector streets, which branch into Denver neighborhoods. They also complete access to hospitals, schools, and nursing homes.

Generally speaking, residential streets are not plowed or treated unless 12 inches or more of snow accumulates and the snow is expected to remain for several days. Snowplows complete service on major and secondary streets before moving into residential areas. Plows perform one center pass and do not apply deicing or abrasive materials.

As snow begins to accumulate on roadways, plowing begins to keep travel lanes open and traffic flowing smoothly. Rubber snowplow blades minimize equipment and street damage. Plowing activities continue until the storm subsides.

The Residents' and Businesses' Responsibilities:

Residents have 24 hours to clear adjacent public sidewalks after each snowfall. Denver requires businesses to shovel adjacent public sidewalks 4 hours after the snowfall stops. The City is responsible for snow and ice removal of alley crossings since they are considered part of the traffic thoroughfare. It is illegal for snow removal to be deposited in a right-of-way.

CONTACT: Report unshoveled sidewalks to Neighborhood Inspection Services, 720.865.3200.

CONTACT: For more information, call the Street Maintenance Division, 720.865.6855.



City Processes for Neighborhood Issues, Concerns, and Complaints

G. Plan and Permit Review Authority



Review & Hearing Authorities

- ◎ **City Council:** Comprehensive Plans, including area and neighborhood plans, rezoning cases, subdivisions, and code language amendments are all considered and acted on as part of Council agendas at public hearings. The Blueprint Denver Committee of Council reviews issues related to overall planning for Denver's future development.
- ◎ **Planning Board:** Comprehensive Plans, including area and neighborhood plans, rezoning cases, and ordinances, rules and regulations are heard by this advisory board
- ◎ **Board of Adjustment:** Appeals regarding zoning decisions. These include objections to Cease and Desist orders issued by Neighborhood Inspection Services enforcement, appeals to denials of permit applications, or other zoning decisions that may result in variances. Case lists are available online.
- ◎ **Excise & License:** Liquor & Cabaret Licenses, issuance, and enforcement.
- ◎ **Landmark Preservation Commission,** Lower Downtown Denver Review Board.
- ◎ **Development Review Cases:** List of administrative site plan cases, and subdivision cases being prepared for Council Active Rezoning Cases: Cases proposing a change of use and/or development standards on specific sites.

CONTACT: To file a neighborhood concerns/zoning complaint, call Neighborhood Inspection Services, 720.865.3200, or submit a report online at: www.denvergov.org/NIS-Concerns/complaintform.asp.

CONTACT: Building Records, 720.865.2790.

CONTACT: To find out if a construction permit has been issued, call Building Records, 720.865.2790. Please have the exact street address available when you call.

CONTACT: If construction is being performed without a permit, you may report the violation to Building Inspections, 720.865.2505.

CONTACT: To report liquor license violations or complaints, notify the Department of Excise and Licenses, 720.865.2740, and the Denver Police Department Detective, 720.865.2742.

Directories of Contacts and Neighborhood Resources

The City provides citizens with an online telephone directory that enables you to search by the name of the department, such as “Public Works”, as well as the name of the service, like “pot holes”. To access the City telephone directory from the home page of www.DenverGov.org, simply select the “Information Center” option and then select “Doing Business” or “Online Services”.

In addition, the City is creating a new 311 telephone system for Denver that will provide citizens with a central informational resource. 311 provides callers with a single point of contact to City departments and services. A caller relates that area of concern or a description of the problem and the 311 operator will provide the proper department, agency, or service, and connect the caller. 311 will be implemented in stages, starting in fall 2006.

City Services Referral Guide 2005 – City and County of Denver

AIDS/HIV Resources720.865.5600

Airport

- ☉ Denver International Airport Information303.342.2000
- ☉ Lost & Found303.342.4062
- ☉ General Airport Information..... www.flydenver.com

Alleys

- ☉ Solid Waste Management.....720.865.6900
.....www.denvergov.org/trash
 - Dumpsters
 - Residential Trash Collection
- ☉ Broken Alley Light720.865.2660
- ☉ Graffiti Removal..... 720.865.STOP (7867)
.....www.denvergov.org/denverpartnersagainstgraffiti
- ☉ Lighting Repair 800.895.4999 (choose option 4)
.....www.xcelenergy.com/streetlighting
- ☉ Vacating Alleys, Public Works Plan Services.....720.865.2782
.....www.denvergov.org/PWPRS

Alley Cleaning

- ☉ Keep Denver Beautiful Program Administrator720.865.6800
..... www.denvergov.org/KeepDenverBeautiful/380aboutus.asp
 - Conducted through the Juvenile Offender Work Program.

Animals

- ☉ Animal Shelter303.698.0076
..... www.denvergov.org/animalcontrol
 - Animal abuse complaints
 - Animal adoptions
 - Animal-related complaints
 - Live trap rentals

A. City Services Directory



Directories of Contacts and Neighborhood Resources

- Pet licensing
- Wild animal complaints
- ◎ Dead Animal Pick-Up: Solid Waste Management720.865.6900
.....www.denvergov.org/trash
- Board of Adjustment**720.913.3050
.....www.denvergov.org/boa
- NIS Cease and Desist appeals filed, hearing agendas, and decisions
- Building Code Violation**
- ◎ Building Inspection Division.720.865.2700
- Construction related complaints
- Building Inspectors
- ◎ Automated Inspection Request Line720.570.1501
- Available 24 hours a day by touch-tone telephone. Have permit number, type of permit, and inspection code available.
- ◎ View Plane Preservation720.865.2705
.....www.denvergov.org/View_Planes/template36999.asp
- Building Inspections/Report Construction w/o Permit**720.865.2505
- Building Permit Verification**.720.865.2790
- Building Site Plan Review**720.865.2994
- Business**
- ◎ Mayor's Office of Economic Development720.913.1640
- ◎ Mayor's Office of Contract Compliance20.913.1700
- Cars** — see *Vehicles*
- Cable TV**
- ◎ Office of Telecommunications.720.913.8888
- Complaints about cable providers
- Cable expansion updates
- Channel 8**303.377.5388
.....www.denvergov.org/CIS/36aboutus.asp
- Citizen Oversight Board**.720.913.3150
.....www.denvergov.org/cob
- Citizen's Police Academy**.720.913.1038
- Program to familiarize Denver citizens with the policies and procedures of the Denver Police Department
- City Council**
- ◎ City Council Office720.865.9534
- Talk to your Councilperson
- Council Agendas
- Code Enforcement** - see *Zoning Code Enforcement*
- Community Relations**
- ◎ Human Rights & Community Relations:
Anti-Discrimination Office720.913.8458
- Complaints and general questions

Directories of Contacts and Neighborhood Resources

Commission on Aging	720.913.8450
Commission on Youth	720.913.0913
Commission For People with Disabilities	720.913.8480
— Accessibility complaints	
— Handicapped Parking Spaces	
Consumer Complaints	
Ⓢ Better Business Bureau	303.758.2100
— Information on private businesses	
— Complaints	
Ⓢ Denver District Attorney's Office	720.913.9000
Ⓢ Denver D.A.'s Fraud Assistance Line	720.874.8547
Ⓢ Economic Crime Unit	720.913.9015
Ⓢ Consumer Fraud Complaints	720.913.9179
Ⓢ State Attorney General's Office	303.866.4500
Consumer Protection/Consumer Fraud	303.866.4494
Coroner — See <i>Office of the Medical Examiner</i>	
County Court	
Ⓢ Parking Violations Referee	720.913.5300
— Parking ticket resolution	
Ⓢ Traffic Violations Bureau	720.865.7840
— Moving violations	
Crime Stoppers	720.913.STOP (7867)
.....	www.metro-denvercrimestoppers.com
Curb Ramp Hotline	720.913.8491
— To request that intersection curb ramps be built.	
Denver Women's Commission	720.913.8450
Department of Environmental Health	
Ⓢ Administration & Decision Support	720.865.5365
Ⓢ Animal Care & Control	303.698.0076
.....	www.denvergov.org/animalcontrol
Ⓢ Board of Environmental Health	720.865.5365
Ⓢ Community Outreach & Support	720.865.5402
Ⓢ Environmental Quality	720.865.5452
... www.denvergov.org/Environmental_Protection/template32727.asp	
.....	www.denvergov.org/ehconcerns
Ⓢ HIV Resources	720.865.5600
Ⓢ Office of the Medical Examiner	303.436.7711
Ⓢ Public Health Inspection	720.865.5401
— Restaurant cleanliness/food preparation	
— Too many people in a house	

Directories of Contacts and Neighborhood Resources

Attorney's Office	720.913.9000
— Consumer Fraud	
— Economic Crimes	
— Gang Unit	
Domestic Violence	
☉ Emergency	911
☉ Non-Emergency Police Dispatcher	720.913.2000
Drainage	
☉ Parks & Recreation Department	720.913.0696
☉ Wastewater Customer Service	303.446.3400
..... www.denvergov.org/wastewater	
Note: For sewer/street drain emergencies on weekdays after 4:30 p.m., weekends, and holidays	720.865.6855
Drug Strategy Office	720.944.2972
..... www.denvergov.org/Drug_Strategies	
Dumpster Violations/Illegal Dumping	720.865.6899
Election Commission	720.913.8683
Emergency Preparedness	720.865.7600
Employment and Training	
☉ Mayor's Office of Workforce Development	720.865.5619
Employment with the City of Denver — See <i>Jobs</i>	
Environmental Quality	720.865.5452
..... www.denvergov.org/Environmental_Protection/template32727.asp	
..... www.denvergov.org/ehconcerns	
— Assures environmental protection and provides environmental services	
Ethics Code, Board of Ethics	720.865.8412
Excise and License	
☉ Department of Excise and Licenses	720.865.2740
— Cabaret license process and procedure . www.denvergov.org/Liquor_Licensing/3173791template1jump.asp	
— Petition requirements www.denvergov.org/Liquor_Licensing/template14740.asp	
— Public hearing process and requirements www.denvergov.org/Liquor_Licensing/template14741.asp	
— Upcoming liquor application hearing businesses and dates www.denvergov.org/Excise_and_Licenses/template113608.asp	
☉ Liquor Licensing	720.865.2760
☉ Liquor Violations Police Detective	720.865.2742
Fire Department	
☉ Emergency	911
☉ Administration	720.913.3413
☉ Office of Independent Fire Department Monitor	720.913.3306
☉ Submit a complaint/compliment www.denvergov.org/cobtemplate115585.asp	

Directories of Contacts and Neighborhood Resources

Fire Prevention and Investigation Division

- ☉ Hazardous Materials Permits 720.913.8288
- ☉ Report Incidents involving Hazardous Materials 720.913.8215
..... www.denvergov.org/Fire_Prevention/939contact.asp

Forestry (trees)

- ☉ City Forester 720.913.0651
..... www.denvergov.org/dephome.asp?depid=90
 - Dead or diseased trees on City right-of-way
 - Subsidized tree removal programs
 - Pruning hazardous trees in the right-of-way

Gang Hotline 303.331.5912

Gardens

- ☉ Denver Botanic Gardens 720.865.3500
- ☉ Denver Urban Gardens 303.292.9900
 - Community Garden Program

Graffiti

- ☉ Denver Partners Against Graffiti. 720.865.STOP (7867)
..... www.denvergov.org/denverpartnersagainstgraffiti
 - No cost graffiti clean-up
 - Anti-graffiti resources
 - Citywide incident reporting (public, private, and commercial property)
- ☉ Vandalism in progress: Denver Police Dept 720.913.2000

Handicapped Accessibility/Curb Ramp Hotline 720.913.8491

- To request that intersection curb ramps be built.

Hazardous Materials Permits. 720.913.8288

Hazardous Materials Incidents 720.913.8215
..... www.denvergov.org/Fire_Prevention/939contact.asp

Household Hazardous Waste Disposal. 720.865.6805
..... www.denvergov.org/denverrecycles

- Disposal of toxic materials; e.g., paint, cleaners, oils, batteries, pesticides, etc.

Health Inspector 720.865.5401

Inspection of restaurants, child care facilities, swimming pools, body art establishments, and others.

HIV Resources 720.865.5600

Housing

- ☉ Low Income/Subsidized Housing:
 - Denver Housing Authority (DHA) 720.932.3000
 - HUD Fair Housing & Equal Opportunity 303.672.5437
(Section 8 and subsidized housing)
 - Housing & Neighborhood Development Services (H&NDS)
..... 720.913.1555
(Developer loans, Down payment assistance, Home rehabilitation)

Directories of Contacts and Neighborhood Resources

- ⊙ Housing Code Enforcement/Upkeep:
 - Neighborhood Inspection Services 720.865.3200
. www.denvergov.org/NIS-Concerns/complaintform.asp
(Complaints about private housing)
 - Department of Environmental Health Environmental Protection
Division 720.865.5400
. www.denvergov.org/Environmental_Protection/template32727.asp
. www.denvergov.org/ehconcerns
(Asbestos, radon, and other indoor air quality testing)
- ⊙ Housing Information & Referral Service 303.831.1966
- ⊙ Housing Discrimination:
 - Denver Human Rights Commission 720.913.8450
 - Colorado Civil Rights Commission 303.894.2997
 - Housing and Urban Development 303.672.5437
- ⊙ Community Housing Services:
 - Elderly Housing Choices 303.831.4046
 - Landlord/tenant issues 303.672.5437
 - Rental referrals 303.831.1966
 - Homeless shelter helpline 303.561.2222

Jobs With the City of Denver

- ⊙ Career Service Authority:
 - Information 720.913.5751
 - Job Line Recording 720.913.5627
 - Website www.DenverGov.org/employment

Jury Duty

- ⊙ District Court Jury Clerk 720.865.9100
(Questions on Jury Summonses for County or District Courts)

Keep Denver Beautiful 720.865.6800
. www.denvergov.org/KeepDenverBeautiful/380aboutus.asp
- Volunteer clean-up of alleys and streets, educating residents about proper trash disposal, helping the elderly and disabled with proper upkeep, sponsoring fix-up weekends, improving parks and recreational sites, etc.

Landlord/Tenant Issues

- ⊙ Tenant Housing Information & Referral Service 303.831.1935
- ⊙ HUD Fair Housing & Equal Opportunity 303.672.5437
- ⊙ Justice Information Center. 303.832.1220

Mayor's Office 720.865.9000

Motor Vehicles - see *Vehicles*

Neighborhood Clean-Up Programs

- ⊙ Keep Denver Beautiful 720.865.6800
 - Planned clean-up programs
 - Clean-up resources

Directories of Contacts and Neighborhood Resources

Neighborhood Inspection Services720.865.3200
. www.denvergov.org/NIS-Concerns/complaintform.asp

- ☉ Filing an Appeal to a Citation720.865.2932
- ☉ Cease and Desist appeals filed, hearing agendas, and decisions
. www.denvergov.org/boa

Noise

- ☉ Department of Environmental Health.720.865.5452
. . . www.denvergov.org/Environmental_Protection/template32727.asp
. www.denvergov.org/ehconcerns
 - General noise complaints
 - Construction noise

Nuisance Abatement — See *Public Nuisance Abatement Coordinator*

Office of Emergency Management.720.865.7600

Office of Independent Monitor720.913.3306
. www.denvergov.org/dephome.asp?depid=2065

- Monitoring the Denver Police, Sheriff, and Fire Departments and providing fair and objective oversight of the uniformed personnel

Office of the Medical Examiner303.436.7711

Paint Bank720.865.7867

Parking

- ☉ Illegal parking on the right-of-way720.913.1600
- ☉ Handicapped Permits: Commission for People with Disabilities
.720.913.8480
- ☉ Neighborhood Inspection Services720.865.3200
. www.denvergov.org/NIS-Concerns/complaintform.asp
 - Unsurfaced parking complaints
 - Inoperable vehicle complaints
- ☉ Parking Management720.913.1720
. www.denvergov.org/knowparking
- ☉ Parking Referee720.913.5300
- ☉ Parking Violations Bureau303.296.2595
 - Questions about parking tickets
- ☉ Residential Parking Permits
 - Permits for neighborhood parking720.913.1720
. www.denvergov.org/knowparking
 - Parking Management Cashier720.913.5365

Parks & Recreation Department720.913.0696

- General information
- Complaints about park maintenance
- Park drainage problems
- Special Use Permits
- ☉ Recreation Centers See “*Denver Recreation Center Locations*” on page 129

Directories of Contacts and Neighborhood Resources

Permits, Building

- ⊙ Building Inspection Division.720.865.2500
 - Construction or Occupancy Permits
 - Complaints about illegal construction
 - Complaints about construction without permits
- ⊙ 24/7 Automated Inspection Request System720.570.1501
 - Have permit number, type of permit, and inspection code available

Permits, Hazardous Waste

- ⊙ Fire Prevention and Investigation Division720.913.8288

Permits, Picnic Areas/Athletic Fields

- ⊙ Parks & Recreation Department720.913.0696

Permits, Street Occupancy/Block Parties

- ⊙ Public Works Permit Operations.303.446.3759
 - www.denvergov.org/PWPermits
- ⊙ Type A or Type B Permit Entrance Requirements720.865.2782
 - www.denvergov.org/PWPRS

Permits, Zoning

- ⊙ Commercial Permits.720.865.2720
- ⊙ Northeast Satellite Permit Office303.331.6100
- ⊙ Permit Counter720.865.3000
 - Change of Use
 - Construction, Alteration of Structures (including fences, garages & sheds)
 - Zoning Permits such as the Use and Construction Permit

Planning

- ⊙ Community Planning and Development Agency720.865.2915
 - Land Use and Transportation Plan/Blueprint Denver
- ⊙ Housing & Neighborhood Development (H&NDS)720.913.1555
- ⊙ Focus Neighborhoods Initiative720.913.1555
- ⊙ Planned Unit Developments (PUDs): Zoning720.865.3000
- ⊙ Planned Building Groups (PBGs) and subdivision approvals: Zoning720.865.3000
- ⊙ Building Department720.865.2700
- ⊙ Historic Preservation720.865.2942

Police Department

- ⊙ Emergencies 911
- ⊙ Non-Emergency Dispatcher720.913.2000
- ⊙ Citizen's Police Academy720.913.1038
- ⊙ District One Station, 1311 West 46th Avenue.720.913.0400
- ⊙ District Two Station, 3921 North Holly Street.720.913.1000
- ⊙ District Three Station, 1625 South University Blvd.720.913.1300
- ⊙ District Four Station, 2100 South Clay Street720.913.0200

Directories of Contacts and Neighborhood Resources

- ☉ District Five Station, 4685 Peoria Street303.376.2300
- ☉ District Six Station, 1566 Washington Street303.839.2100
- ☉ Crime Stoppers720.913.7867
.www.metro-denvercrimestoppers.com
- ☉ Public Nuisance Abatement Coordinator720.913.0548
.www.denvergov.org/Patrol_Division/template21630.asp
- ☉ Public Nuisance Abatement Oversight Committee
. . . www.denvergov.org/Boards_and_Commissions/template23721.asp
- ☉ Office of Independent Police Monitor720.913.3306
- ☉ Submit a complaint/compliment
.www.denvergov.org/cob/template115585.asp

Potholes

- ☉ Street Maintenance720.865.6855
.www.denvergov.org/eform.asp?opt=1&formid=173
.www.denvergov.org/Street_Maintenance

Public Works

- ☉ Automated 24/7 Direct Connect Line303.640.1000

Public Nuisance Abatement Coordinator.720.913.0548
.www.denvergov.org/Patrol_Division/template21630.asp

Public Nuisance Abatement Oversight Committee
.www.denvergov.org/Boards_and_Commissions/template23721.asp

Recreation Centers See “*Denver Recreation Center Locations*” on page 129

Residential Recycling

- ☉ Denver Recycles720.865.6805
.www.denvergov.org/denverrecycles

Safe City Office

- ☉ Community Diversion Program720.913.4620 or 720.913.6026
.www.denvergov.org/safecity
 - Prevention of violence by, and against, youths
 - Youth Services (e.g., employment, education, youth counseling, etc., all at no cost)

Sewer

- ☉ Storm & Sanitary Sewer303.446.3400
.www.denvergov.org/wastewater
- Note:** For sewer/street drain emergencies on weekdays after 4:30 p.m., weekends, and holidays720.865.6855
- Flooded Intersections
 - Overflowing sewers

Sex Offender Registrywww.denvergov.org/Police/template115558.asp

Sheriff Department

- ☉ Abandoned Vehicle Hotline303.295.4367
- ☉ Inmate information720.913.3600
- ☉ Civil Division720.865.9556
- ☉ Pre-Arrest Detention Facility720.913.3600
- ☉ Vehicle Impound Facility303.295.4360

Directories of Contacts and Neighborhood Resources

Sidewalks

- ☉ Curb & gutter repair720.913.4574
- ☉ Repair303.446.3469
 - Broken or uneven sidewalk complaints (Homeowners may be charged for sidewalk repair or replacement)
- ☉ Snow Removal720.865.3200
..... www.denvergov.org/NIS-Concerns/complaintform.asp
 - Unshoveled sidewalk complaints

Site Plan Review720.865.2994

Smoking Vehicles

- ☉ Smoking Vehicle Hotline720.865.5452
... www.denvergov.org/Environmental_Protection/template32727.asp
..... www.denvergov.org/ehconcerns
 - Report smoking vehicles
 - Have date, time, place of violation, and vehicle license plate number
- ☉ **Street/Alley Light Repair** 800.895.4999 (choose option 4)
..... www.xcelenergy.com/streetlighting

Streets

- ☉ Street Maintenance720.865.6855
..... www.denvergov.org/Street_Maintenance
..... www.denvergov.org/eform.asp?opt=1&formid=173
 - Street Sweeping
 - Paving
 - Pothole Repair
- ☉ Street and Alley Lighting720.865.2660
- ☉ Street Occupancy/Block Party Permits303.446.3759
..... www.denvergov.org/PWPermits
- ☉ Violations of Street Occupancy Permits303.446.3469

Taxes

- ☉ Occupational Tax: Treasury Division720.865.7075
- ☉ Property Tax Assessment720.913.4000
- ☉ Property Tax Payments: Treasury Division720.865.7070

Television, Channel 8303.377.5388
..... www.denvergov.org/CIS/36aboutus.asp

Tickets

- ☉ County Court720.865.7840
 - Traffic violations questions
- ☉ Parking Management720.913.1720
..... www.denvergov.org/knowparking
 - Questions on parking tickets & permits
- ☉ Report Illegal Parking720.913.1600

Traffic Signs & Signals

- ☉ Faded/Damaged Traffic Signs720.865.4000
- ☉ Malfunctioning Traffic Signal720.865.4000

Directories of Contacts and Neighborhood Resources

- ☉ Mid-Block Street Lighting720.865.2660
- ☉ Re-timing a Traffic Signal.720.865.3150

Trash

- ☉ Volunteer/Community Cleanups:
Keep Denver Beautiful720.865.6800
- ☉ Large-Item Pick-Up: Solid Waste Management720.865.6900
.www.denvergov.org/trash
- ☉ Household Hazardous Waste Collection:
Curbside Inc. 800.HHW.PKUP (800.449.7587)
 - Free service for Denver residents
 - Takes paints, lubricants, cleaners, and polishes, fuels, etc.
 - Visit www.denvergov.org/DenverRecycles/379press1174.asp for details about what materials are accepted
- ☉ Keep Denver Beautiful720.865.6800

Trees

- ☉ City Forester720.913.0651
.www.denvergov.org/dephome.asp?depid=90
 - Diseased trees
 - Dangerous trees
 - Fallen trees
 - Financial support for those who qualify
 - Tree care workshops

Vacating Alleys and Streets720.865.2782
.www.denvergov.org/PWPRS

Vehicles

- ☉ Abandoned/Illegally Parked on Right-Of-Way:
 - Parking Management720.913.1720
.www.denvergov.org/knowparking
 - Vehicle Impound Facility303.295.4360
- ☉ Booted:
 - Abandoned Car Detail720.913.1720
 - Car Pound303.295.4360
 - Parking Violations303.296.2595
- ☉ Inoperable Vehicles, Unsurfaced Parking, and Too Many Vehicles:
 - Neighborhood Inspection Services720.865.3200
.www.denvergov.org/NIS-Concerns/complaintform.asp
- ☉ License plates:
 - Denver Motor Vehicles303.376.2200
- ☉ Titles, Registration:
 - Denver Motor Vehicle303.376.2200

View Plane Preservation720.865.2705
.www.denvergov.org/View_Planes/template36999.asp

Directories of Contacts and Neighborhood Resources

Victim's Assistance and Compensation

- ☉ Family Crisis Line: Denver Dept of Human Services720.944.3000
 — Youth/Family/Children's Services
 — Adult Protection Services
 — Child Abuse
 ☉ 24-Hour Nurse's Line: Denver Health Medical Ctr 303.739.1211

Voter Registration

- | | |
|---------------------------------|--------------|
| © Election Commission | 720.913.8683 |
|---------------------------------|--------------|

Wastewater

- © Storm & Sanitary Sewers 303.446.3400
 www.denvergov.org/wastewater
Note: For sewer/street drain emergencies on weekdays after 4:30 p.m.,
 weekends, and holidays 720.865.6855

Water

- | | | |
|---|------------------------------|--------------|
| ☉ | Denver Water Board | 303.893.2444 |
| ☉ | Billing & Service | |
| | — Information | 303.893.2444 |
| | — Emergency | 303.628.6801 |

Weeds (uncut)

- © Neighborhood Inspection Services720.865.3200
.....www.denvergov.org/NIS-Concerns/complaintform.asp

Zoning

- ◎ Filing an Appeal 720.865.2932
- ◎ Cease and Desist appeals filed, hearing agendas, and decisions
 www.denvergov.org/boa
- ◎ Zoning Administration 720.865.3000
- ◎ Zoning Code text www.municode.com/Resources
 (click on the State of Colorado)

Zoning Code Enforcement

- ◎ Neighborhood Inspection Services720.865.3200
 - Illegal home businesses
 - Property maintenance complaints
 - Too many cars
 - Too many people in a house (see *Department of Environmental Health*)
 - Trashy yards
 - Weeds

1. Citizen's Referral Guide 2006

Asbestos

- ☉ Department of Environmental Health 720.865.5452
 - Report illegal asbestos dumping
- ☉ CDPHE www.cdphe.state.co.us/ap/asbeshom.asp
 - Specific rules and regulations regarding asbestos and the home owner
- ☉ CDPHE www.cdphe.state.co.us/ap/asbeshom.asp
 - For information about properly disposing of asbestos-containing waste material disposal

Brother's Redevelopment 303.202.6340

- Case-by-case evaluation & assistance with yard and home repairs.

Bus Stops/Shelters: RTD Customer Service 303.628.9000

- Request cleaning
- Request construction of shelter

Colorado Historical Society 303.866.3682
. www.coloradohistory-oahp.org

Community Housing Services 303.831.1935

- Help regarding tenant/landlord issues.

COP Shops (Community Operated Policing Storefronts)

- ☉ District One COP Shops 303.260.7321.
. 1490 Perry Street, located inside the 7-11 store.
- ☉ District Two COP Shop 303.297.3273
- ☉ District Three COP Shop 303.329.0500
- ☉ District Four COP Shops:
. 720.865.2206.
. 720.865.2146.
- ☉ District Five COP Shop 303.376.2300
- ☉ District Six COP Shop 720.865.2240

Denver Area Youth Services 303.727.8797

- low-cost yard work, clean-up, demolition, rehabilitation, and painting.

Denver Digs Trees 303.722.6262
. www.theparkpeople.org/denver_digs_trees.htm

Denver Mediation Center 303.697.8515 or 303.748.9502

Denver Public School Security 720.764.3911

Family-to-Family Neighborhood-Based Services

A collaboration of families, service providers, religious institutions, schools, and community activists to facilitate services in Denver's neighborhoods and families.

- ☉ Capitol Hill/Central Denver 720.935.5817
- ☉ East Denver 720.810.7678
- ☉ Five Points/Curtis Park 720.319.1491

B. Important Resources for Neighborhood Organizations

Directories of Contacts and Neighborhood Resources

- © Southwest Denver720.327.5983
- © North Denver303.292.3204
- © Northeast Denver303.902.9048
- © Northwest Denver303.910.3289
- Historic Denver, Inc.**303.534.5288
 www.historicdenver.org
- Improving Indoor Air Quality.** EPA 800.438.4318
 www.epa.gov/iaq/ia-intro.html
- Indoor Air**
 - © Department of Environmental Health720.865.5452
 - © Colorado Department of Public Health & Environment radon hotline
800.846.3986
 - © United States Environmental Protection Agency radon hotline
 800.SOS.RADON
 - For questions concerning the health effects of radon, TCE, and other gases, and suggested mitigation techniques.
- Lead-Based Paint** EPA 800.424.LEAD
 www.epa.gov/lead
- Registering Neighborhood Organizations**
 - © For new neighborhood organizations, register online at www.denvergov.org (select “Neighborhoods”), or go directly to www.denvergov.org/eform.asp?opt=1&formid=10.
 - © For RNOs that have previously registered or to change existing contact information, visit www.denvergov.org (select “Neighborhoods”), or go directly to www.denvergov.org/eform.asp?opt=1&formid=17.
- Safe Haven** 1.866.694.2229
 - Allows parents to leave their newborn at any Fire Station or area hospital
- Seniors’ Resource Center.**303.235.6941
- Street Light Repair.**800.895.4999 (option 4)
- Victim Assistance and Compensation**
 - © Asian Pacific Development Center303.393.0304
 - For victims who speak Pacific rim languages.
 - © Colorado Anti-Violence Program303.852.5094
 - For victims in the gay, lesbian, bi-sexual, and transgendered community.
 - © The Denver Center for Crime Victims303.894.8000
 - For victims of crime within City of Denver, whether or not they live in Denver.
 - © Family Crisis Line: Denver Department of Human Services
720.944.3000
 - Youth/Family/Children's Services
 - Adult Protection Services
 - Child Abuse

- ◎ Rape Assistance and Awareness Program.303.322.7273
 - For recent rape victims and victims of childhood sexual abuse. Provide public education programs for elementary/middle/high schools and community organizations.
- ◎ Safehouse Denver303.318.9989
 - A shelter and counseling and outreach center for victims of domestic violence.
- ◎ Servicios de la Raza303.458.7088
- ◎ 24-Hour Nurse's Line: Denver Health Medical Center . . .303.739.1211
 - For answers to medical questions and advise on whether symptoms warrant immediate attention or a visit with a physician.

2. SLAPP Suits

SLAPPs—Strategic Lawsuits Against Public Participation—are civil complaints or counterclaims (against either an individual or an organization) in which the alleged injury was the result of petitioning or free speech activities protected by the First Amendment of the U.S. Constitution. SLAPPs are often brought by corporations, real estate developers, or government officials and entities against individuals who oppose them on public issues.

While most SLAPPs are legally meritless, they effectively achieve their principal purpose: to chill public debate on specific issues. Defending a SLAPP requires substantial money, time, and legal resources and thus diverts the defendant's attention away from the public issue. Equally important; however, a SLAPP also sends a message to others: you, too, can be sued if you speak up.

Colorado Law

In Colorado, the law protecting citizens against liability for comments (written or oral) to governmental bodies is quite strong. In 1984, the Colorado Supreme Court decided the “*POME*” case, *Protect Our Mountain Environment v. District Court*, 677 P.2d 1361 (Colo. 1984). A developer had sued a group of Jefferson County citizens (who opposed the developer's rezoning effort) with abuse of process and conspiracy. In a landmark decision, the Colorado Supreme Court outlined the protections owed to citizens under the circumstances. Since then, dozens of courts in Colorado and many other states have followed the *POME* case. There is a very informative article about this case and SLAPP suits in the December 2004 issue of the Denver Neighborhood Connection.

CONTACT: To view this SLAPP article, visit www.neighborhoodlink.com/denver/INC.

CONTACT: For more information, visit www.slapps.org (“SLAPPs and Petition Clause Immunity”)

CONTACT: For more information, visit www.casp.net (“Guarding Against the Chill: A SLAPP Victim's Guide”)

CONTACT: For more information, visit www.thefirstamendment.org/slapp

3. Inter-Neighborhood Cooperation (INC)

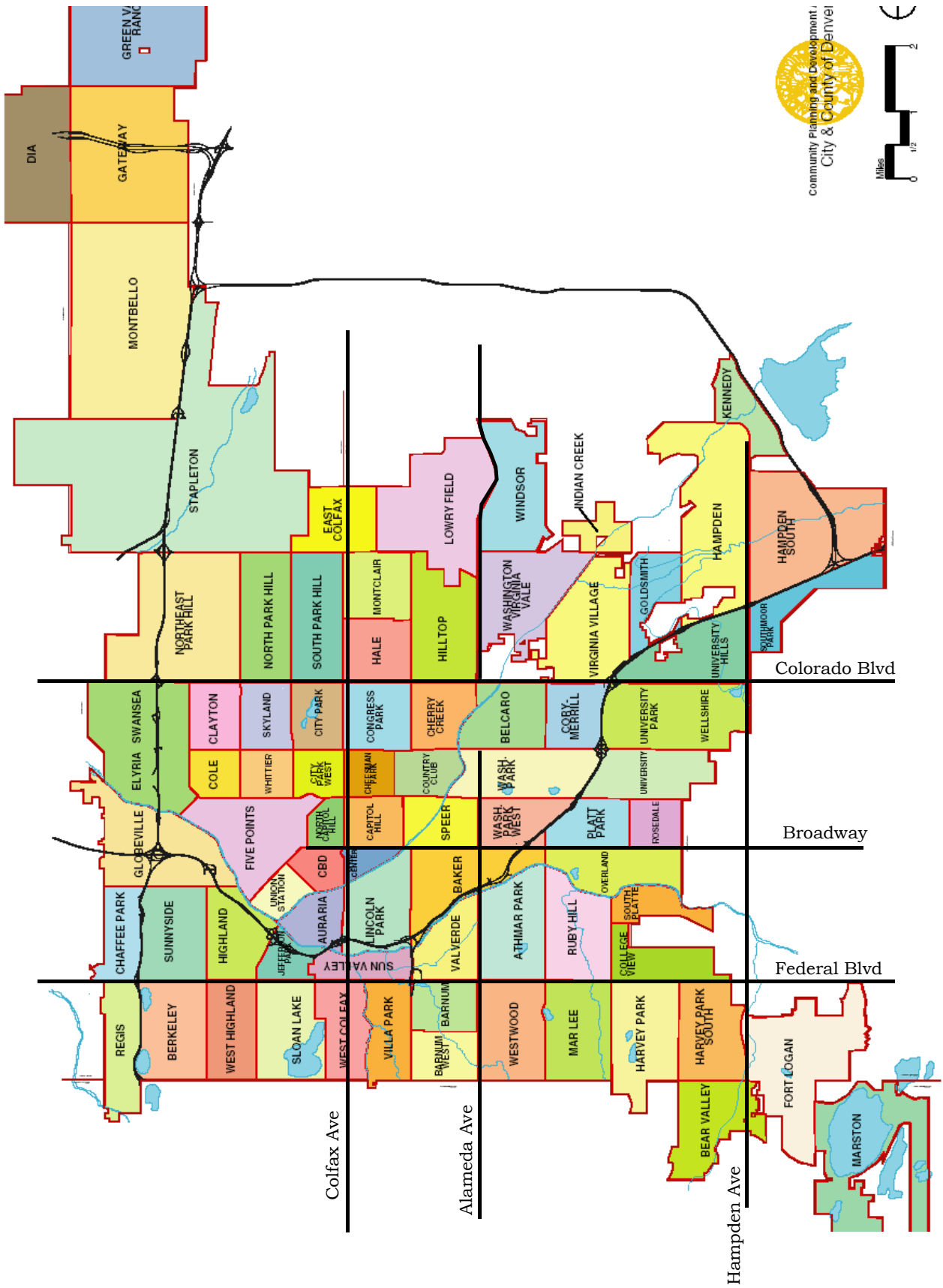
For information about INC history and function, see page vii.

CONTACT: Write P.O. Box 181009, Denver, CO 80218.

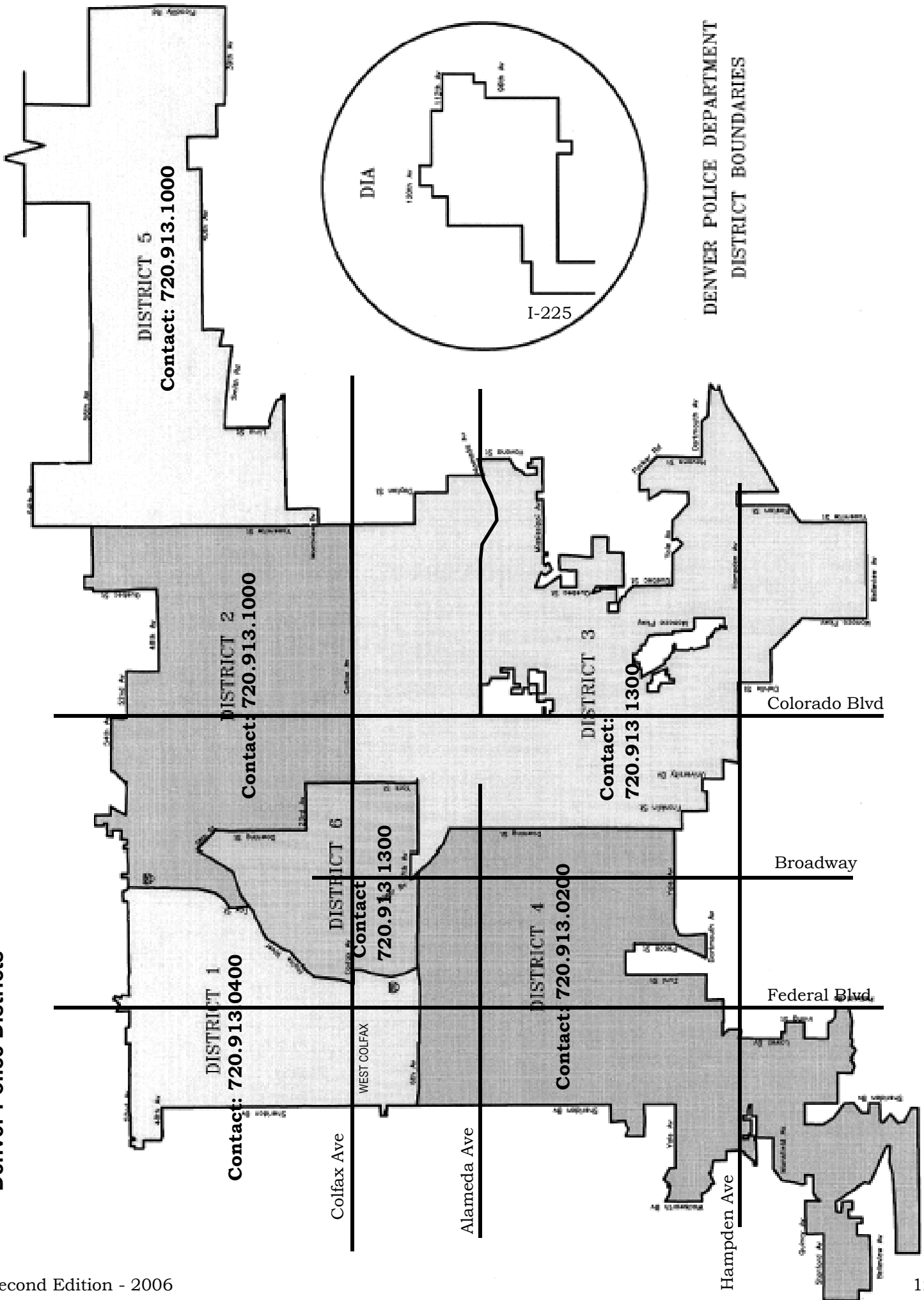
CONTACT: Visit www.neighborhoodlink.com/denver/inc

Denver Charts and Maps

Denver Statistical Neighborhood Map

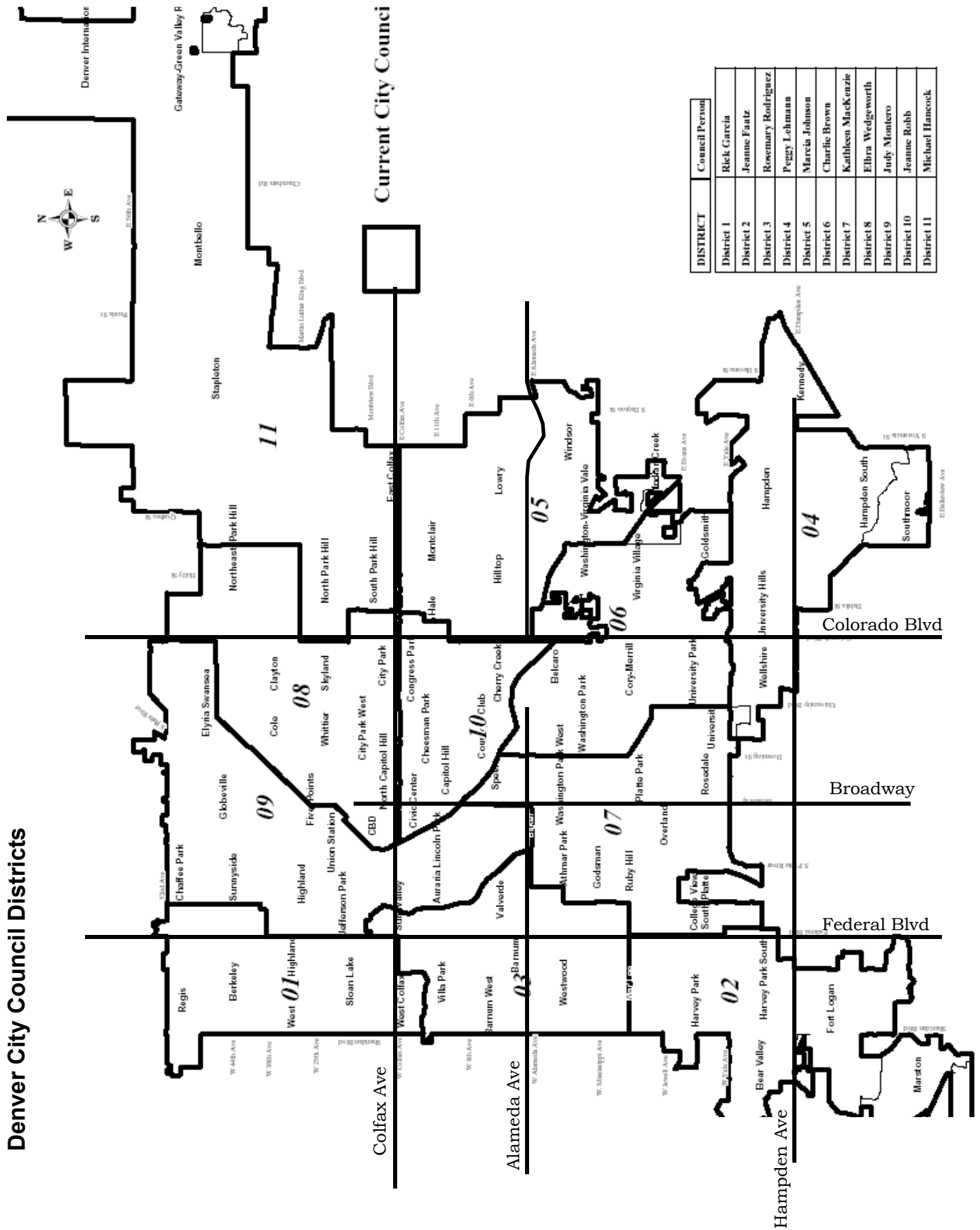


Denver Police Districts



DENVER POLICE DEPARTMENT
DISTRICT BOUNDARIES

Denver City Council Districts

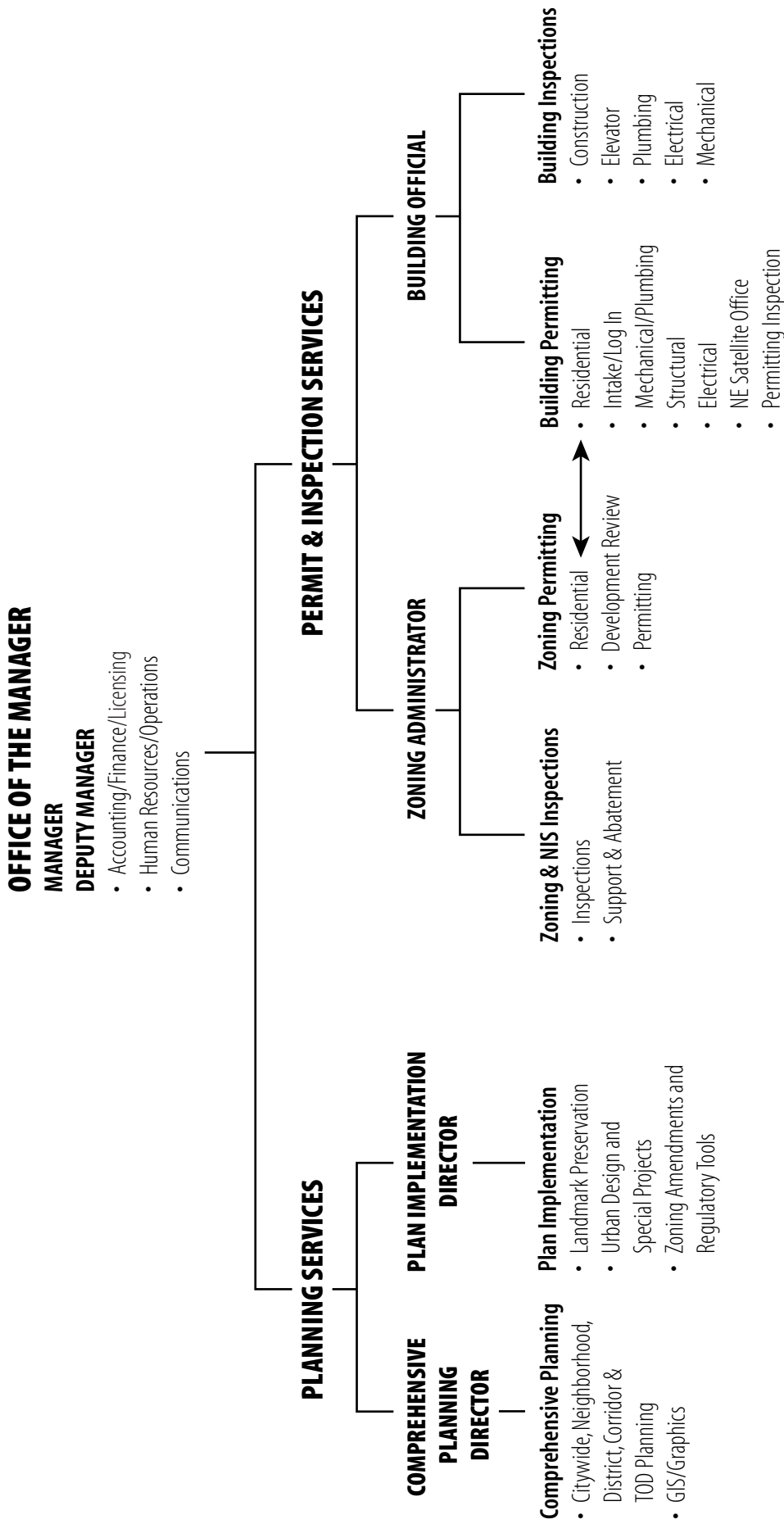


Denver Recreation Center Locations

Recreation Center	Address	Telephone Number
Ashland Recreation Center	2475 West Dunkeld Place	303.458.4830
Athmar Recreation Center (Note: This Rec Center is not within the boundaries of the Athmar Park neighborhood.)	2680 West Mexico Avenue	303.937.4600
Aztlan Recreation Center	4435 North Navajo Street	303.458.4899
Barnum Recreation Center	360 North Hooker Street	303.937.4659
College View Recreation Center	2525 South Decatur Street	303.937.4630
Cook Park Recreation Center	7100 Cherry Creek Drive South	303.692.5659
Hiawatha Davis Recreation Center	3334 North Holly Street	303.331.4006
Eisenhower Recreation Center	4300 East Dartmouth Avenue	303.692.5650
Glenarm Recreation Center	2800 North Glenarm Place	303.295.4474
Globeville Recreation Center	4490 North Grant Street	303.294.1800
Harvard Gulch Recreation Center	550 East Iliff Avenue	303.698.4999
Harvey Park Recreation Center	2121 South Tennyson Way	303.937.4650
Highland Senior Recreation Center	2880 Osceola Street	303.458.4868
Johnson Recreation Center	4809 Race Street	303.295.4477
ML King Jr. Recreation Center	3850 Newport Street	303.331.4034
La Alma Recreation Center	1325 West 11th Avenue	303.458.4830
La Familia Recreation Center	65 South Elati Street	303.698.4995
Montbello Recreation Center	15555 East 53rd Avenue	303.373.8710
Montclair Recreation Center	729 North Ulster Street	303.364.8607
Newton Recreation Center	4430 North Navajo Street	303.458.4873
Platt Park Senior Recreation Center	1500 South Grant Street	303.698.4965
Rude Recreation Center	2855 West Holden Place	303.572.4795
Southwest Recreation Center	9200 West Saratoga Place	303.932.0495
St. Charles Recreation Center	3777 North Lafayette Street	303.295.4462
Wm Scheitler@Berkeley Rec Center	5031 West 46th Avenue	303.458.4898
Stapleton Recreation Center	5090 Broadway	303.295.4482
Swansea Recreation Center	2650 East 49th Avenue	303.295.4434
Twentieth Street Recreation Center	1011 20th Street	303.295.4430
Washington Park Recreation Center	701 South Franklin Street	303.698.4962

Department of Community Planning and Development

2006 Organizational Structure



It is the mission of Community Planning and Development(CPD) to guide and promote the planning, building and maintenance of an outstanding Denver. The three functions of CPD are planning, permitting and inspection.

Planning Services incorporates Comprehensive Planning and Plan Implementation. Plans express the community vision. The regulatory tools of Plan Implementation and Permit & Inspection Services are the legal means of implementing adopted plans.

BoA	Board of Adjustment for Zoning Appeals. A quasi-judicial body that hears appeals of decisions made by the zoning administrator, including zoning violation citations.
CDPHE	Colorado Department of Public Health and Environment. The agency committed to protecting and preserving the health and environment of the people of Colorado.
CFC	Chloro-Fluorocarbons. A family of ozone-depleting compounds.
COB	Citizen Oversight Board. Seven citizens appointed by the Mayor and confirmed by City Council to assess the effectiveness of the Office of Independent Monitor.
COP Shop	Community Operated Policing Storefront. A partner program of the Denver Police where trained volunteers staff neighborhood offices around the City and assist citizens with preparing certain offense reports and minor traffic accident reports.
CPD	Community Planning and Development. CPD has primary responsibility for the planning and regulation of development on private property.
CRO	Community Resource Officer. Denver Officers who provide crime prevention presentations to community groups, schools, churches, and businesses. The CROs also recruit and certify block captains for the Neighborhood Watch Program.
CRS	Colorado Revised Statutes.
DEH	Department of Environmental Health. The City division responsible for assuring compliance with federal health-based standards and regulations, state regulations, and local ordinances.
DPAG	Denver Partners Against Graffiti. A Solid Waste Management program designed to increase the public's involvement in promoting and maintaining a clean city and educating the public on recycling, graffiti prevention, and waste reduction.
DPD	Denver Police Department.
DPS	Denver Public Schools.
DRC	Development Review Committee. The body who review and approve site plans for PBGs and PUDs and development plans (i.e., a site plan) for zone districts B-2, B-3, and R-X. The DRC is also responsible for reviewing and approving subdivision plats.
DRMC	Denver Revised Municipal Code.
EPA	Environmental Protection Agency.
FAR	Floor Area Ratio. The ratio of gross floor area of a building to the area of the zone lot on which the building is located. Used to help determine the type of building that can be constructed on a particular lot.
FEMA	Federal Emergency Management Agency. Now a department within U.S. Department of Homeland Security, FEMA leads the effort to prepare the nation for all hazards and to effectively manage federal response and recovery efforts following any national incident, either naturally or intentionally derived.
INC	Inter-Neighborhood Cooperation. An informational network of Denver RNOs established to share information and ideas about neighborhood issues.
MUTCD	Manual of Uniform Traffic Control Devices. The MUTCD contains standards for traffic control devices that regulate, warn, and guide road users along the highways and byways in all 50 states.
NPO	Neighborhood Police Officers. Denver Officers who are assigned a geographic area in which the NPO is responsible for investigating and addressing recurring problems and neighborhood issues. NPOs get to know a specific neighborhood and its residents.

OAHP	Office of Archaeology and Historic Preservation. A division of the Colorado Historical Society that provides technical assistance and expertise to neighborhoods on planning and community development projects that involve historic properties.
OIM	Office of Independent Monitor. The body responsible for monitoring the Denver Police, Sheriff, and Fire Departments and providing fair and objective oversight of the uniformed personnel and for ensuring public confidence in such uniformed personnel.
PACE	Promoting Academics and Character Education. A partnership between Safe City, Denver Public Schools, and Catholic Charities. The goal of the program is to provide an alternative placement to out-of-school suspension.
PBG	Planned Building Group. A special zone lot plan, which – when approved – allows two or more buildings to be constructed on a single zone lot.
PD	Planned Development.
PUD	Planned Unit Development. A form of development generally characterized by a unified site design for clustering buildings and providing common open-space, density increases, and a mix of building types and land uses.
RNO	Registered Neighborhood Organization. Any group of neighborhood or citizen advocates who register with the City and meet certain criteria as set forth in the Neighborhood Registration and Notification Ordinance (DRMC 12-90).
RTD	Regional Transportation District. The organization responsible for providing safe, clean, reliable, accessible, and cost-effective service throughout the metro area.
SCO	Safe City Office. An initiative developed to help prevent/reduce violence by, and against, youth. SCO operates Denver’s curfew, grant allocation, and youth employment programs.
SLAPP	Strategic Lawsuits Against Public Participation. Civil complaints/counterclaims (against an individual or an organization) in which the alleged injury was the result of petitioning or free speech activities protected by the First Amendment).
SSN	Social Security Number.

A

- Abandoned Vehicles
 - Hotline to report abandoned/illegally parked vehicles **49**
 - Removal of **19**
- Air Quality **19**
- Alcohol, See *Liquor*
- Alley and Street Lighting **100**
- Alley Sweeping **25**
- Animal Control **21**
 - Barking dogs **22**
 - Dog catcher **23**
 - Dogs running loose **22**
 - Filing a complaint **23**
 - Number and type of animals permitted **21**
 - Off-leash dog parks **22**
 - Pet waste removal **22**
 - Vicious dogs **22**
- Animals Permitted **21**
- Appliances, disposing of **26**
- Areas of Change and Areas of Stability
 - As defined in *Blueprint Denver* **57**
 - Land Use Policies **57**
- Asbestos
 - Removal **79**
 - Reporting illegal dumping **80**
- ASHRAE, construction practices to help ensure indoor air quality **20**

B

- Beer and Wine Licenses
 - See also *Liquor*
 - Challenging a liquor license renewal **53**
 - Public hearing procedures **51**
- Blueprint Denver **58**
- Blueprint Denver, definition and contact information **57**
- Board of Adjustment
 - Appealing Zoning citations and obtaining variances **70**
 - City's notification of RNOs **12**
 - Hearing dates, agendas, and decisions available online **14**
 - Livestock variance **21**
 - PBGs and PUDs **95**
 - Public input at **6**
 - Review and hearing authorities **104**
- Building Permits and Inspections **67**
- Building Practices, information on **20**
- Bus shelters, cleaning or constructing new shelters **103**

C

- Cars on Lawns **19**
- Cars, See also *Vehicles*
- Changing the Zoning Map or Ordinance **61**
- Channel 8 **15**
- Citizen Oversight Board **10**
- Citizen's Police Academy **38**
- Citizen's Referral Guide 2005 **117**
- City Council
 - Adoption of Neighborhood Plans and other Small Area Plans **60**
 - Citizen Oversight Board **10**
 - Public input at **6**
 - Resolving issues and concerns with City personnel **7**
 - Review and hearing authorities **104**
 - Role in landmark designation **63**
 - Role in rezoning **61**
 - Testifying before the Council **13**
- City Forester
 - Responsibility for trees and vegetation **26**
 - Review of landscape plans **97**
- City of Denver Website **15**
- City Services Directory **105**
- Citywide Plans **57**
- Colorado Bureau of Investigations **48**
- Colorado Department of Health **20**
- Colorado Historical Society **65**
- Colorado Safe Haven **48**
- Common Zoning Violations **85**
- Community Resource Officer, see *CROs*
- Complaints and Issues
 - See also *Contact*
 - Animal Control **21**
 - Asbestos removal during renovation **79**
 - Barking dogs **22**
 - Challenging a liquor license renewal **53**
 - Citizen Oversight Board **10**
 - Construction noise **78**
 - Construction parking on residential streets **79**
 - COP Shop services **34**
 - Crime watch **41**
 - Crimestoppers **39**
 - Damage to residential property from construction **81**
 - Dog catcher **23**
 - Dogs running loose **22**
 - Drug prevention strategies **39**
 - Emergency preparedness **40**

Index

- Filing a complaint
 - Animal-related **23**
 - Broken street light **102**
 - Construction dumpsters **81**
 - Credit fraud, identify theft, fraudulent use of SSN, etc. **41**
 - Criminal or suspicious activity **38**
 - Curb or gutter repair **33**
 - Excessive number of animals **21**
 - Faded or vandalized traffic signs **102**
 - Graffiti **29**
 - Improper/excessive materials stored on residential property **33**
 - Liquor license violations **54**
 - Overcrowded houses **107**
 - Parking violations **80**
 - Smoking vehicles **20**
 - Trash problem **26**
 - Trashy yards or tall weeds **33**
 - Trees/shrubs blocking a traffic sign **102**
- Graffiti removal
 - Free paint **29**
 - Reporting graffiti **29**
 - Tips for removal **29**
- Hazardous household waste disposal **32, 33**
- Identity theft **40**
- Indoor air quality **20**
- Lead-based paint **80**
- Leash laws **22**
- Liquor license
 - Application public hearing procedure **51**
 - Complaint enforcement **54**
 - Procedure for application **50**
- Mediating between neighbors/businesses **8**
- Neighborhood Liaison **8**
- Noise rules **30**
- Nuisance abatement **35**
- Number of vehicles allowed per household **83**
- Outdoor storage allowed **33**
- Parking surfaces allowed **83**
- Pet waste accumulations **22**
- Police impersonators **46**
- Proper process **3**
- Radon **20**
- Safe City programs **47**
- Sex offender registry **48**
- Traffic cams **49**
- Trashy yards or tall weeds **33**
- Unattended landscape **33**
- Uncut lawns **27**
- Vehicle-related **19**
- Vicious dogs **22**
- Victim assistance **49**
- Weapons Watch **50**
- Weed control **27**
- What to do if an agency will not work with you **7**
- Comprehensive Plan 2000 **57**
- Construction
 - Common projects that do not require a permit **67**
 - Common projects that require a permit **66**
 - Damage to residential property from construction project **81**
 - Fumes, excessive **30**
 - Noise allowed in residential areas **78**
 - Parking problems in residential neighborhoods **79**
 - Permitting and inspections **67**
 - Problems with construction dumpsters **81**
 - Recommended building practices **20**
 - Rules for construction in residential area **78**
- Contact
 - 24-Hour Nurse's Line **50**
 - Animal Control **22**
 - Appliance/Freon-containing items **26**
 - Asbestos dumping **80**
 - ASHRAE, information on recommended building practices **20**
 - Barking dog problems **30**
 - Blueprint Denver **58**
 - Board of Adjustment (zoning violation appeals) **71**
 - Broken street light **102**
 - Broken/damaged/vandalized traffic signs **102**
 - Building permits, verification of issuance **67, 81**
 - Bus shelters, cleaning or constructing new shelters **103**
 - Cars parked on lawns **84**
 - Channel 8 **15**
 - Citizen Oversight Board **10**
 - City of Denver website **15**
 - City services telephone book **105**
 - Colorado Bureau of Investigations **48**
 - Colorado Department of Health **20**
 - Colorado Historical Society **65**
 - Colorado Safe Haven **48**
 - Community Resource Officers **38**
 - Construction and residential noise and fume complaints **30**
 - Construction vehicles parked in neighborhoods **81**
 - Contamination in the workplace **20**
 - COP Shops **35**
 - Credit and identity fraud **41**
 - Crime Stoppers **39**
 - Curb or gutter repair **33**
 - Curb ramp construction **102**
 - Denver Digs Trees **28**
 - Denver Landmark Preservation Commission **65**

- Denver Mediation **9**
Denver Partners Against Graffiti **26**
Denver sex offender registry **48**
Department of Environmental Health **20**
Disposing of household hazardous waste **25**
Domestic violence **50**
Drainage issues in Denver parks **31**
Drug Strategy Coordinator **40**
Emergency preparedness **40**
Faded traffic lane paint **102**
Family Crisis Line **50**
Fire Prevention Bureau **32**
Graffiti removal **29**
Handicapped parking space requests **102**
Hazardous household waste disposal **32, 33**
Hazardous material permits/incidents **32, 33**
Historic Denver, Inc. **65**
Illegal dumping or misuse of residential
dumpsters **79**
Illegally parked vehicles **49**
Improper outdoor storage **33**
Indoor Air Quality **20**
Indoor/Outdoor air quality **20**
Junky yards **33**
Keep Denver Beautiful **26**
Large-item pick-up **26**
Lead-based paint, information on **80**
Liquor license hearing schedule **51**
Liquor license violations **54**
Loud cars and "boom-boxes" **30**
Low-cost street trees **28**
Mayor's Office **8**
Neighborhood Police Officers **45**
Neighborhood resource telephone book **117**
Nuisance abatement **38**
Office of Archaeology and Historic Preservation
65
Office of Independent Monitor **10**
On-street handicapped parking space **102**
OSHA **20**
Outdoor Air Quality **20**
Overcrowded houses **107**
Overgrown trees and shrubs in right-of-way **28**
Paint or graffiti wipes **29**
Parking Management **98**
Plan 2000 **57**
Pothole repair **97**
Radon, information about health effects and
mitigation techniques **20**
Rape crisis/assistance **50**
Recycling **26**
Register a new Neighborhood Organization **11**
Renewing Neighborhood Organization
Registration **12**
Report unshoveled sidewalks **103**
Reporting construction violations **68**
Reporting construction without a permit **67**
Reporting hazardous materials incidents **32**
Reporting zoning code violations **68**
Requesting street or alley lighting **100**
Rezoning **62**
Safe City Office **48**
Sheriff Department **49**
Smoking Vehicle Hotline **20**
Special events liquor licenses **99**
Street and alley paving **98**
Street and alley sweeping **26**
Street occupancy permits **81**
Street storm/sewer drain emergencies **31**
Too many animals **24**
Too many cars **84**
Too many people in a house **107**
Traffic cams **49**
Traffic Engineering Services **100, 102**
Traffic sign obscured by trees/shrubs **102**
Traffic signal problems or to request a traffic
signal **102**
Traffic signal repair, faded traffic signs/street
lane paint/etc. **102**
Trash schedule **26**
Vacating an alley or street **99**
Vehicle Impound Facility **49**
Verifying building permits **68**
Victim's assistance **49**
View plane preservation **83**
Weeds or uncut lawns **28**
Weedy or trashy yards **33**
Workplace contaminants, information **20**
Contamination
Disposing of household hazardous materials **33**
Disposing of household hazardous waste **25**
Workplace contaminants **20**
COP Shops
Locations and contact information **34**
Services available **34**
Corridor Plans **59**
Credit Fraud **41**
Credit Report, obtaining **41**
Crime Watch **41**
Crime, *See Safety and Crime Prevention*
Crimestoppers **39**
CROs
Contact info **38**
Crime watch **41**
Denver Triad **39**
Responsibilities and duties **46**

Index

Crosswalks, reporting faded lines **102**

Curb Repair **33**

D

Day Care Permits **71**

Denver Comprehensive Plan, definition and contact information **57**

Denver Digs Trees **28**

Denver Landmark Preservation Commission **65**

Denver Mediation Center **8**

Denver Partners Against Graffiti **29**

DenverGov Website **14**

Development Review Cases, review and hearing authorities **104**

Disposing of

Branches/vegetation **24**

Household hazardous waste **25**

Household trash **24**

Large items (furniture, sinks, bicycles, etc.) **25**

Motor oil, paint, solvents, etc. **25**

Non-collectible items **25**

Recycleables **26**

District Plans **59**

Dog Problems

Barking dogs **22**

Dog catcher **23**

Dog waste accumulation **22**

Dogs running loose **22**

Filing a complaint **23**

Off-leash dog parks **22**

Vicious dogs **22**

Domestic Violence **50**

Drainage problems in Parks **31**

Drug Counselors, contact information **39**

Drug Prevention Strategies **39**

Dumpsters

Construction dumpsters in neighborhoods **78**

Large-item pick-up procedures **25**

Proper disposal of household hazardous waste and non-collectible items **25**

Trash service **24**

E

Emergency Preparedness **40**

Environmental Health

Approval of additional horses/livestock on property **21**

Authority to impound animals **23**

Block party permits **98**

Construction noise complaints **79**

Enforcement of excessive noise levels **30**

Enforcement of unsanitary conditions/public health hazards **24**

Illegal dumping of asbestos **80**

Indoor/outdoor air quality **19**

Lead-based paint **80**

Overcrowded houses **107**

Radon detection and mitigation **20**

Excise & License

Challenging a liquor license renewal **53**

Fighting a problem establishment **50**

Liquor license procedures **50**

Public input at **7**

Review and hearing authorities **104**

F

Faded

Crosswalks or traffic lanes, reporting **102**

Traffic signs, reporting **102**

Family Crisis Line **50**

Fire Department

Hazardous materials/waste handling **31**

Independent Monitor **9**

Reporting hazardous materials incidents **32**

Fire Prevention Bureau **32**

Flood Control **31**

Flooding in Parks **31**

Freon, disposing of appliances **26**

G

Good Neighbor Guide **85**

Graffiti

Obtaining free paint or graffiti wipes **29**

Graffiti Removal

Denver Partners Against Graffiti **29**

Free paint **29**

Homeowner/Property owner responsibility **28**

Tips for removal **29**

Gutter Repair **33**

H

Handicapped Access, requesting curb ramps **109**

Handicapped Parking Space, requesting on-street parking **102**

Hazardous Materials/Waste

Definition **31**

Disposing of hazardous household waste **33**

Enforcement of regulations **32**

Permits **32**

Regulations for transporting in Denver **31**

Reporting an incident **32**

Health

Air quality **19**

Asbestos Removal during Renovation **79**

Disposing of household hazardous materials **33**

Indoor air quality **20**

Lead-based paint **80**
 Outdoor air quality **20**
 Radon detection and mitigation **20**
 Historic Denver, Inc. **65**
 Historic Districts
 Historic preservation and landmark
 designation **62**
 Projects requiring/not requiring permits **67**
 Historic Preservation and Landmark Designation **62**
 Historic Reviews and Designations **62**
 Homeless Shelters **91**

I

Identity Theft **40**
 Illegal Dumping or Misuse of Residential
 Dumpsters **79**
 Improper/Excessive Materials Stored on Property **33**
 INC, info about **vii**
 Indoor Air Quality **20**
 Inspecting Building Construction **67**
 Inter-Neighborhood Cooperation, info about **vii**
 Internet Contacts, see *Directory (in main document)*
 Introduction **vii**

J

Jail, procedure for obtaining Large Residential Care
 permit **88**
 Junk cars, removal of **19**
 Junky yards **33**

K

Keep Denver Beautiful **26**

L

Land Use
 Areas of change and areas of stability **57**
 Mixed-use developments **57**
 Multi-modal street **57**
 Landmark Preservation Commission, review and
 hearing authorities **104**
 Language Amendments **60**
 Large Care Residential Care Facility, obtaining a
 permit for **88**
 Large-Item Pick-Up **25**
 Lead-Based Paint **80**
 Leash Laws **22**
 Liquor
 Challenging a liquor license renewal **53**
 Enforcement of licenses **54**
 Fighting a problem establishment **50**
 License renewals **53**
 Liquor license mediation procedures **54**

Liquor license procedures **50**
 Procedure for obtaining a license **50**
 Public hearing procedures **51**
 Transfers of liquor licenses **53**

Loud Cars, reporting **30**

Loud Noises from Construction Sites, reporting **79**

M

Manager of Safety
 Denver Sheriff Department **49**
 Enforcing hazardous waste regulations **32**
 Office of Independent Monitor **9**
 Safety and crime prevention **38**
 Uniformed personnel discipline **9**

Map Amendments **60**

Mayor's Neighborhood Liaison **8**

Mayor's Office, contact information **8**

Mediation **8**

Mixed-Use Development

 As defined in *Blueprint Denver* **57**

 District Plans **59**

 Zone District **73, 75**

Multi-Modal Streets, as defined in *Blueprint Denver*
57

N

Neighborhood Construction

 Common projects that do not require a permit **67**

 Common projects that require a permit **66**

 Damage to residential property from construction
 project **81**

 Noise allowed in residential areas **79**

 Parking problems **79**

 Problems with construction dumpsters **81**

 Property damage **81**

 Recommended building practices **20**

 Regulations **78**

 Rules for construction in residential area **79**

Neighborhood Inspection Services

 Barking dogs (see also *Animal Control*) **30**

 Board of Adjustment hearings **6**

 Common zoning violations **85**

 Construction site trash **79**

 Filing a complaint **24**

 Health violations **24**

 Improper outdoor storage or too many
 outbuildings **33**

 Special zoning controls, e.g., Viewplane
 Ordinances **82**

 Unshoveled sidewalks **103**

 Vehicles parked on lawns or too many vehicles
 parked at a residence **84**

 Weeds or uncut lawns **28**

Index

Neighborhood Liaison **8**

Neighborhood Organizations

City's notification responsibilities **12**

Developing Neighborhood Plans **59**

Forming an Organization **10**

INC **vii**

Liquor license procedures/Fighting problem
liquor establishments **50**

Notification of PBGs **95**

Notification of rezoning applications **61**

Opposing street or alley vacations **99**

Registering with the City **11**

Response to appeal of zoning variance or appeal
69

Response to application for Small Residential
Care use **87**

Neighborhood Plan

Definition **59**

Effect on rezoning applications **61**

Small Area Plans **59**

Testifying for **6**

Neighborhood Planning **58**

Neighborhood Police Officers, See *NPOs*

Neighborhood Registration and Notification

Ordinance

Registering a Neighborhood Organization **10**

The City's Notification Responsibilities **12**

Neighborhood Resource

See also *Contact*

Citizen Oversight Board **10**

CROs **38**

Denver Digs Trees **28**

Denver Mediation Center **8**

Denver Partners Against Graffiti **29**

Graffiti removal **29**

Hazardous household waste disposal **32, 33**

Keep Denver Beautiful **26**

NPOs **45**

Police and Fire Monitor **9**

Traffic cams **49**

Noise Problems

Construction **78**

Excessive noise **30**

Prohibited noise **30**

Rules **30**

Standards **30**

Nonconforming Use

Definition **66**

Rezoning properties **61**

Variances and exceptions to Zoning **68**

NPOs

Contacting **45**

Responsibilities and duties **45**

Nuisance Abatement, see *Public Nuisance Abatement*
Nurse's Hotline **50**

O

Office of Archaeology and Historic Preservation,
definition and contact information **64**

Off-Leash Dog Parks **22**

Opposing Street or Alley Vacations **99**

OSHA **20**

Outdoor Air Quality **20**

Outdoor Storage

Reporting junky yards **33**

Type of materials allowed **33**

Overcrowding

Number of people currently permitted in houses
85

Reporting overcrowded houses **107**

Reporting too many people in a house **110**

Overlay Districts **77**

P

Parking

Construction parking on residential streets **79**

Illegally parked or abandoned vehicles **83**

Number of vehicles allowed **83**

Parking Management Department **98**

Residential Permit Parking program **98**

Surfaces allowed **83**

Parks and Recreation

Keep Denver Beautiful community volunteer
programs **26**

Park drainage problems **31**

Regulations for plantings on any right-of-way **26**

Responsibility for trees and vegetation **26**

Paving of Streets and Alleys **97**

Permits

Appealing a denial of permit **68**

Block parties **98**

City notification of RNOs **12**

Common projects that do not require a permit **67**

Common projects that require a permit **66**

Enforcement of hazardous waste regulations **32**

For bus shelters at bus stops **102**

Foster family and day care **71**

Hazardous material transporting **32**

Historic and landmark construction/demolition/
etc. **63**

Homeless shelters **91**

Large residential care permits **88**

Liquor licenses **50**

Listing for all zone districts **71**

Major (Councilmanic) or Type A **100**

Minor or Type B **100**

Residential parking program **98**
 Review and hearing authorities **104**
 Revocable right-of-way permits **100**
 Storage or use of hazardous materials **32**
 Street and alley occupancy **98**
 Plan 2000, definition and contact information **57**
 Planned Building Groups **92**
 Planned Unit Development **78**
 Planning Board
 Public input at **6**
 Review and hearing authorities **104**
 Police
 Citizen's Police Academy **38**
 Crime watch **41**
 CROs (Community Resource Officers) **46**
 NPOs (Neighborhood Police Officers) **45**
 Police Impersonators **46**
 Police Monitor **9**
 Triad **39**
 Weapons Watch **50**
 Police Impersonators **46**
 Potholes, reporting for repair **97**
 Problems
 See also *Contact*
 See specific topic, for example, *Neighborhood Construction*
 Property Damage from Construction **81**
 Property Maintenance
 City Forester responsibility **26**
 Common construction projects that do not require a permit **67**
 Common construction projects that require a permit **66**
 Common zoning violations **85**
 Disposing of tree branches **24**
 Graffiti removal **29**
 Homeowner responsibility **33**
 Landscaping **33**
 Low-cost trees **28**
 Number of vehicles allowed per household **83**
 Outdoor storage **33**
 Owner/occupant responsibility **26**
 Parking surfaces allowed **83**
 Parks & Rec responsibility **26**
 Trees **26**
 Unattended vegetation **33**
 Yards and weeds **27**
 Public Meetings
 Public input allowed **6**
 Testifying at **5**
 Testifying at City Council **13**

Public Nuisance Abatement
 Class One public nuisances **36**
 Description of **35**
 Public Right-Of-Way (Occupancy & Regulations) **100**
R
 Radon Detection and Mitigation **20**
 Rape Crisis/Assistance **50**
 Recycling **26**
 Reporting Problems
 See *Contact*
 See also the specific topic, for example, *Neighborhood Construction*
 Residential Care Uses **87**
 Residential Permit Parking Program **98**
 Resolving Problems
 Denver Mediation Center **8**
 Police Monitor **9**
 Rezoning
 Process for changing the zoning map or ordinance **61**
 Properties **61**
 Right-of-Way
 Abandoned/junk car removal **19**
 Graffiti removal from **26**
 Occupancy permit procedures **100**
 Permits for bus shelters **102**
 Regulations and maintenance of plantings **26**
 Removing graffiti from **29**
 Rules for plantings **27**
 RNO see *Neighborhood Organizations*
S
 Safe City Programs **47**
 Safe Haven Law **48**
 Safety and Crime Prevention
 Citizen Oversight Board **10**
 Citizen's Police Academy **38**
 COP Shops **34**
 Crime watch **41**
 CRO's responsibilities and duties **46**
 Drug prevention strategies **39**
 Emergency preparedness **40**
 Enforcement of liquor licenses **54**
 Identity theft **40**
 NPO's responsibilities and duties **45**
 Nuisance abatement **35**
 Police impersonators **46**
 Requesting mid-block street and alley lighting **100**
 Safe City programs **47**
 Sex offender registry **48**

Index

Sheriff department **48**
Tips for preventing crime **42**
Triad **39**
Victim assistance **49**
Weapons Watch **50**
Sex Offender Registry **48**
Sheriff Department **48**
Sidewalks, reporting unshoveled walks **103**
Small Area Plans **58**
Snow Removal
 City's responsibilities **103**
 Residents'/businesses' responsibilities **103**
Solid Waste Management
 Graffiti removal **28**
 Large-item pick-up **25**
 Trash service **24**
Storm Drainage **31**
Street and Alley Lighting
 Reporting a broken light **102**
 Requesting additional lighting **100**
Street and Alley Occupancy For Block Parties **98**
Street and Alley Vacations **99**
Street Lane Paint, reporting faded paint **102**
Street Sweeping **25**
T
Telephone Book
 City contacts **105**
 Neighborhood resources **117**
Testifying at the Planning Board **6**
Throwing stuff away
 See *Disposing of*
 See *Trash Service*
Tips For Preventing Crime **42**
Traffic Cams **49**
Traffic Engineering
 Reporting traffic signs/street lane paint **102**
 Requesting street or alley lighting **100**
 Signal problems or to request a traffic signal **102**
Traffic Lanes, reporting faded paint **102**
Traffic Signals
 Repairing **102**
 Requesting more pedestrian crossing time **102**
Traffic Signs, reporting damaged/missing/
 vandalized signs **102**
Trash Service **24**
 Disposing of branches/vegetation **24**
 Disposing of non-collectible items or household
 hazardous waste **25**
 Large-item pick-up **25**
 Motor oil, paint, solvents, etc. **25**
 Non-collectible items **24**

Trashy Yards **33**
Trees
 City and homeowner responsibilities **26**
 Disposing of branches **24**
 Low-cost trees **28**
 Reporting trees/shrubs blocking the right-of-way
 28
Triad **39**
U
Uncut lawns **27**
Unresolved Issues/Concerns/Complaints with the
 City **7**
Unshoveled sidewalks **103**
Use-by-Right, definition **66**
V
Vacating an Alley or Street **99**
Vandalized Traffic Signs, reporting **102**
Vehicles
 Abandoned, illegally parked, and number
 permitted **19**
 Impound Facility contact information **49**
 Number allowed per household **83**
 Parked on lawns **83**
 Parking surfaces allowed **83**
Victim Assistance and Compensation **49**
View Preservation Ordinances **82**
W
Wastewater Management
 Drainage and flood control **31**
 Site plan review **93**
 Storm run-off **31**
Weapons Watch **50**
Website, City of Denver **15**
Weed Control **27**
Weeds/Uncut Lawns **27**
What to do if an agency will not work with you **7**
Workplace Contaminants, information **20**
Z
Zone Districts
 Blueprint Denver major land use themes **57**
 Descriptions of **71**
Zoning
 Appealing citations or Zoning Administrator
 actions **70**
 Changing Zone Map or Ordinance **61**
 Changing zoning **60**
 Common zoning violations **85**
 Construction projects that do/don't require a
 permit **66**

- General **60**
- Historic and landmark designations **62**
- Information available online **14**
- Land use inspections **67**
- Language Amendments **60**
- Map Amendments **60**
- Neighborhood input to PBGs and PUDs **95**
- Nonconforming Use **66**
- Notifying RNOs of certain actions/applications **12**
- Overlay districts **77**
- PBGs **92**
- Public input at BoA hearings **6**
- Public meetings where public input is allowed **6**
- PUDs **78**
- Reporting violations **67**
- Residential Care Uses **87**
- Review and hearing authorities **104**
- Rezoning property **61**
- Use-by-Right **66**
- Variance for keeping livestock and fowl **21**
- Variances and the zoning appeals process **68**
- View Plane preservation **82**
- Zone district descriptions **71**
- Zoning Code
 - Common violations **85**
 - Enforcement of violations **67**
 - Regulatory tool **60**
 - Process for changing **61**
 - Variances and exceptions **68**
- Zoning Violations
 - See also *Contact*
 - Cars parked on lawns **84**
 - Common violations **85**
 - Enforcement of violations **67**
 - Excessive number of animals **21**
 - Graffiti **29**
 - Improper outdoor storage **33**
 - Junky yards **33**
 - Loud cars and "boom-boxes" **30**
 - Nonconforming use definition **66**
 - Number of vehicles allowed per household **83**
 - Parking surfaces allowed **83**
 - Overcrowded houses See *Environmental Health*
 - Improper/excessive materials stored on residential property **33**
 - Report unshoveled sidewalks **103**
 - Smoking vehicles **20**
 - Trashy yards or tall weeds **33**
 - Too many animals **24**
 - Too many cars **84**
 - Too many people in a house See *Environmental Health*
- Weeds or uncut lawns **28**
- Weedy or trashy yards **33**



