

**COMMUNITY PLANNING AND  
DEVELOPMENT INTRA-  
DEPARTMENTAL ESCALATION  
POLICY  
AND  
PROCEDURES MANUAL**

Date: July 8, 2025

## POLICY PURPOSE

This policy document outlines the process for the review and response to conflicts in technical requirements within CPD regulations. The Policy identifies CPD Escalation Contacts by workgroup, with the intention of solving problems with the minimal escalation necessary. See the DPO Inter-Departmental Escalation Policy for regulation conflict resolution between CPD and other departments.

## ESCALATION PROCESS

1. A CPD Reviewer or a customer may request escalation of any Reviewer's determination that results from a conflict of regulations. This request shall be transmitted to the reviewer responsible for the project and distributed to all affected reviewers or customers. (When a request is sent to multiple reviewers, they shall coordinate who will take the lead before further communication and distribution.) Any request should include the following information, as needed:
  - a. Conflict Resolution Request by email to the CPD Reviewer detailing the regulatory conflict with specific reference to the regulation sections in question
  - b. Annotated, detailed plans showing the applicable design solution or conflict
  - c. Applicable conflicting comments from CPD Reviewer(s)
  - d. Supporting documentation, including calculations, analysis, and other relevant information
2. The Department Reviewer may request additional information to prepare for an issue resolution meeting.
3. Once all information is received, a Conflict Resolution Meeting shall be scheduled (within 5 business days or first available time) including the customer and affected CPD Reviewers and may include applicable supervisors/managers.
4. The Issue Resolution meeting outcome shall be documented in the applicable Accela application documents tab. If no resolution is achieved, the issue shall be escalated per the CPD Escalation Contacts chain below.
5. Once resolved, the outcome will be documented in a review letter provided to the customer, including next steps.

*Note: CPD Executive Leadership should redirect customers to the CPD/Workgroup Reviewer or their supervisor if an escalation has not yet occurred through the defined process.*

## CPD ESCALATION CONTACTS

### 1. Rezoning / Map Amendments

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to (Include assigned staff member):
  - Rezoning Planning Supervisor
    - Liz Weigle, [elizabeth.weigle@denvergov.org](mailto:elizabeth.weigle@denvergov.org), 720-865-3073
  - Map Amendment Team Lead
    - Fran Peñafiel, [francisca.penafiel@denvergov.org](mailto:francisca.penafiel@denvergov.org) | 720-865-3283
- **Step 3:** Escalate to:
  - Regulatory Planning Manager
    - Kyle Dalton, [kyle.dalton@denvergov.org](mailto:kyle.dalton@denvergov.org), 720-865-2972
  - Director of Planning and Policy
    - Sarah Showalter, [sarah.showalter@denvergov.org](mailto:sarah.showalter@denvergov.org), 720-392-6230
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

### 2. Site Development Plan (SDP), Infrastructure Master Plan (IMP), Large Development Review (LDR), Adaptive ReUse (AR)

- **Step 1:** Contact the assigned Project Champion and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to:
  - Site Development Plan Supervisors
    - Leah Guerand, [leah.guerand@denvergov.org](mailto:leah.guerand@denvergov.org), 720-865-3265 or;
    - Sarah Kaplan, [sarah.kaplan@denvergov.org](mailto:sarah.kaplan@denvergov.org), 720-865-2991
  - Adaptive ReUse Supervisor
    - Stephen Wilson, [stephen.wilson@denvergov.org](mailto:stephen.wilson@denvergov.org), 720-865-2979
  - IMP/LDR Supervisor
    - Stephen Wilson, [stephen.wilson@denvergov.org](mailto:stephen.wilson@denvergov.org), 720-865-2979
- **Step 3:** Escalate to:

- Director of Site Design and Project Coordination
  - Chris Gleissner, [chris.gleissner@denvergov.org](mailto:chris.gleissner@denvergov.org), 720-865-2938
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

### 3. Affordable Housing Review Team/Expanding Housing Affordability

- **Step 1:** Contact the assigned Project Champion or Staff Member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to:
  - AHRT Site Development Plans Supervisor
    - Emily Collins, [emily.collins@denvergov.org](mailto:emily.collins@denvergov.org), 720-865-2971
- **Step 3:** Escalate to:
  - Director of Site Design and Project Coordination
    - Chris Gleissner, [chris.gleissner@denvergov.org](mailto:chris.gleissner@denvergov.org), 720-865-2938
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

### 4. Landmark Design Review

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to:
  - Landmark Supervisor
    - Amy Amidon, [amy.amidon@denvergov.org](mailto:amy.amidon@denvergov.org), 720-865-7116
- **Step 3:** Escalate to:
  - Landmark Preservation Manager
    - Jenn Cappeto, [jennifer.cappeto@denvergov.org](mailto:jennifer.cappeto@denvergov.org), 720-865-2917
- **Step 4:** Escalate to:
  - Director of Planning & Policy

- Sarah Showalter, [sarah.showalter@denvergov.org](mailto:sarah.showalter@denvergov.org)
- Executive Director
  - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org),

## 5. Urban Design Reviews (Non-Landmark)

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** If unresolved, escalate to the staff member's supervisor and include the assigned staff member.
  - SDP or Design Advisory Board review - Urban Design Review Supervisor
    - Sarah Kaplan, [sarah.kaplan@denvergov.org](mailto:sarah.kaplan@denvergov.org), 720-865-2991
  - Zoning Review - Code & Regulation Supervisor
    - Abe Barge, [abe.barge@denvergov.org](mailto:abe.barge@denvergov.org), 720-865-2924
- **Step 3:** If still unresolved, escalate to:
  - Director of Site Development and Project Coordination (projects subject to design review during the SDP review or Design Advisory Board review)
    - Chris Gleissner at [chris.gleissner@denvergov.org](mailto:chris.gleissner@denvergov.org) 720-865-2938; or
  - Zoning Administrator (if a project is not subject to SDP review)
    - Jeff Brasel, Zoning Administrator at [jeff.brasel@denvergov.org](mailto:jeff.brasel@denvergov.org) or 720-865-3092
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

## 6. Comprehensive, District, and Supplemental Sign Plans

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to:
  - Code & Regulation Supervisor
    - Abe Barge, [abe.barge@denvergov.org](mailto:abe.barge@denvergov.org), 720-865-2924
  - Senior City Planner and Sign Team Lead
    - Will Prince, [william.prince@denvergov.org](mailto:william.prince@denvergov.org), 720-865-2538
- **Step 3:** Escalate to:

- Regulatory Planning Manager
    - Kyle Dalton, [kyle.dalton@denvergov.org](mailto:kyle.dalton@denvergov.org), 720-865-2972
  - Director of Planning and Policy
    - Sarah Showalter, [sarah.showalter@denvergov.org](mailto:sarah.showalter@denvergov.org), 720-392-6230
  - Include the staff members in Step 2.
- **Step 4:** Escalate to:
    - Deputy Executive Director
      - Vacant
    - Executive Director
      - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

## 7. Zoning Permitting

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** If unresolved, escalate to the appropriate supervisor:
  - Tarl Bohnet, Commercial Zoning Supervisor - [tarl.bohnet@denvergov.org](mailto:tarl.bohnet@denvergov.org) or 720-865-3037
  - Ryann Anderson, Zoning Administration Supervisor – [ryann.anderson@denvergov.org](mailto:ryann.anderson@denvergov.org) or 720-865-7109
  - Mikaela Firnhaber, 1 & 2 Family Residential Plan Review, [mikaela.firnhaber@denvergov.org](mailto:mikaela.firnhaber@denvergov.org) | 720-865-3209
  - Leah Guerand, Site Development Plan Supervisor – [leah.guerand@denvergov.org](mailto:leah.guerand@denvergov.org), 720-865-3265
  - Sarah Kaplan, Site Development Plan Supervisor – [sarah.kaplan@denvergov.org](mailto:sarah.kaplan@denvergov.org), 720-865-2991
  - Include the staff members.
- **Step 3:** If still unresolved, escalate to:
  - Zoning Administrator
    - Jeff Brasel, Zoning Administrator at [jeff.brasel@denvergov.org](mailto:jeff.brasel@denvergov.org) or 720-865-3092
  - Director of Site Development and Project Coordination (projects subject to SDP review)
    - Chris Gleissner at [chris.gleissner@denvergov.org](mailto:chris.gleissner@denvergov.org) 720-865-2938; or
  - Include the staff members in Step 2.
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director

- Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

## 8. Zoning Relief and Zone Lot Amendments

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** If unresolved, escalate to:
  - Ryann Anderson, Zoning Administration Supervisor – [ryann.anderson@denvergov.org](mailto:ryann.anderson@denvergov.org) or 720-865-7109
  - Include the staff members.
- **Step 3:** If still unresolved, escalate to:
  - Jeff Brasel, Zoning Administrator – [jeff.brasel@denvergov.org](mailto:jeff.brasel@denvergov.org) or 720-865-3092
  - Include the staff members in Step 2.
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

## 9. Building Plan Review/Permitting

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to:
  - Architectural & Structural Plan Review
    - Engineer & Architect Supervisor
    - Daniel Krausz, [daniel.krausz@denvergov.org](mailto:daniel.krausz@denvergov.org) | 720-865-2811
  - Electrical Plan Review
    - Engineer & Architect Supervisor
    - Carol Pafford, [carol.pafford@denvergov.org](mailto:carol.pafford@denvergov.org) | 720-865-2827
  - Mechanical & Structural Plan Review
    - Engineer & Architect Supervisor
    - Chuck Bartel, [charles.bartel@denvergov.org](mailto:charles.bartel@denvergov.org) | 720-865-2830
  - 1&2 Family Residential Plan Review
    - Engineer & Architect Supervisor
    - Mikaela Firnhaber, [mikaela.firnhaber@denvergov.org](mailto:mikaela.firnhaber@denvergov.org) | 720-865-3209
  - Energy Plan Review
    - Engineer & Architect Specialist
    - Linda Morrison, [linda.morrison@denvergov.org](mailto:linda.morrison@denvergov.org) | 720-550-1628

- Green Buildings Plan Review
  - Engineer & Architect Specialist
  - Christy Collins, [christy.collins@denvergov.org](mailto:christy.collins@denvergov.org) | 720-865-2766
- Include the staff member(s) from Step 1.
- **Step 3:** Escalate to:
  - Manager of Building Plan Review
    - Vacant
  - Chief Building Official
    - Eric Browning, [eric.browning@denvergov.org](mailto:eric.browning@denvergov.org) | 720-539-2983
  - Include the staff member(s) from Step 2.
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

## 10. Building Inspections

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to:
  - Building Construction Inspections
    - Chief Construction Inspector
    - Todd Miller, [todd.miller@denvergov.org](mailto:todd.miller@denvergov.org), 720-865-2521
  - Electrical Inspections
    - Chief Electrical Inspector
    - Tony Ramirez, [tony.ramirez@denvergov.org](mailto:tony.ramirez@denvergov.org), 720-865-2588
  - Plumbing, Mechanical & Fire Suppression Inspections
    - Chief Plumbing, Mechanical & Fire Suppression Inspector
    - Frank Gonzalez, [frank.gonzalez@denvergov.org](mailto:frank.gonzalez@denvergov.org), 720-865-2622
- **Step 3:** Escalate to:
  - Building Inspections Manager
    - Dennis Shults – [dennis.shults@denvergov.org](mailto:dennis.shults@denvergov.org) | 720-865-2924
  - Chief Building Official
    - Eric Browning, [eric.browning@denvergov.org](mailto:eric.browning@denvergov.org) | 720-539-2983

- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)

## 11. Zoning Inspections

- **Step 1:** Contact the assigned staff member and provide all relevant information. If resolved, no further action is required.
- **Step 2:** Escalate to:
  - Zoning Inspections
    - Luisa Martinez-Lobato, [luisa.martinez@denvergov.org](mailto:luisa.martinez@denvergov.org), 720-865-3199
    - Orlando Gonzalez,, [orlando.gonzalez@denvergov.org](mailto:orlando.gonzalez@denvergov.org), 303-513-6915
  
- **Step 3:** Escalate to:
  - Zoning Inspections
    - Shea Scott, Manager – [shea.scott@denvergov.org](mailto:shea.scott@denvergov.org) | 720-201-1295
- **Step 4:** Escalate to:
  - Deputy Executive Director
    - Vacant
  - Executive Director
    - Brad Buchanan, [brad.buchanan@denvergov.org](mailto:brad.buchanan@denvergov.org)