

PRESS RELEASE

Ogden City Launches New Era of Business-Focused Service with
"Elevate Ogden" Speaker Series

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OGDEN, Utah (August 2025) – Ogden City is ushering in an era of streamlined service and meaningful collaboration with the local business community. Under the directive of Mayor Ben Nadolski and the guiding principle of *The Ogden Way* "a city of service and a community of opportunity," Ogden is updating the way it supports entrepreneurs, builders, and business owners.

"Our mission is clear: we are here to facilitate success," said Mayor Nadolski. "We have heard feedback from our business community and we are listening with intent to build our teams and processes in a way that brings an era of service and shared success. We are committed to being a city that's easy to work with and a true partner in helping people build and thrive here."

At the Mayor's direction, city departments have undergone a focused transformation to modernize systems, improve communication, and remove barriers that inhibit progress. By listening directly to business owners, developers, and industry professionals, the City has implemented several improvements, including:

1. Easier Project Start-Up

- Applications are reviewed for completeness before processing, reducing avoidable delays.
- Clear applicant checklists outline exactly what's required for approval.

2. Faster, More Predictable Reviews

- All comments are provided upfront, reducing repetitive review cycles.
- New comments are added only if plans change or safety is involved—giving applicants more confidence.
- After the second review, staff proactively contacts applicants to resolve corrections.
- By the third review, a manager steps in to help resolve roadblocks and move the project forward.

3. Streamlined Submittals

- Revised plans can now be uploaded online for greater speed and simplicity.
- Applicants can submit site and construction plans together, helping compress project timelines.

4. Greater Transparency and Responsiveness

- Public portal access allows applicants to view permits, plans, inspections, and licenses online—eliminating the need for formal records requests.

- Staff are directed to respond to inquiries in the most timely manner possible, with a deadline of 5:00 p.m. the next business day, keeping project timelines on track.
- Applicants can communicate in their preferred way—by phone, email, or by booking a time directly with staff through Microsoft Bookings.

5. Stronger Collaboration on Complex Projects

- The Concept Review Team (CRT) brings all reviewing departments together early in the process for major projects—helping identify and resolve issues across departments before delays occur.

“Every change we’ve made is geared toward helping our people succeed,” said Jared Johnson, Community and Economic Development Executive Director. “We’re building a city that doesn’t just process permits, but actively partners with businesses from idea to execution.”

Introducing the Elevate Ogden Speaker Series

As part of this commitment to transparency and service, Ogden City is proud to announce the Elevate Ogden Speaker Series, a free, in-person event designed to bring potential business owners face-to-face with the City support team that can help with the process.

The first session in the series will be held on Wednesday, August 21 at 6:00 p.m. inside Ogden’s historic Union Station. Attendees will hear directly from city experts in Planning, Engineering, Permitting, Business Licensing, and the CRT. Presentations will be followed by a Q&A session to answer real-world questions and provide clear guidance.

“This isn’t just a presentation—it’s a conversation,” said Julio Otay, Ogden City’s Business Information Center Resources Coordinator. “The first Elevate Ogden Speaker Series event offers both established and emerging businesses an opportunity to connect with City support staff who can help guide them toward better business outcomes. We also aim to foster relationships between business owners and City staff to ensure they receive the necessary support. While our first event will feature City staff members, future events will highlight professionals and experts from the business community.”

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