

Development Services

Mission Statement

Quality Development through Quality Service

Key Services

Construction plan review, building and civil permitting, construction inspections

Major Commercial Building Plans

Target: 60 days

YTD Average: 38

Goal:

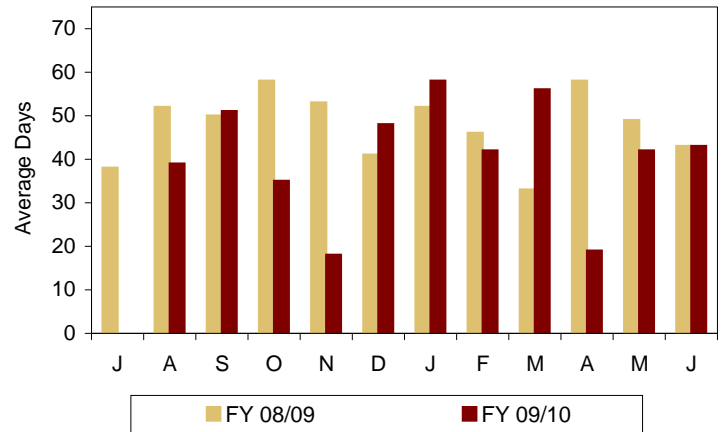
Meet plan review turnaround times - major commercial

Target:

60 days for 1st review

Significance:

Indicates efficiency of plan review process and customer service.



Medium Commercial Building Plans

Target: 45 days

YTD Average: 31

Goal:

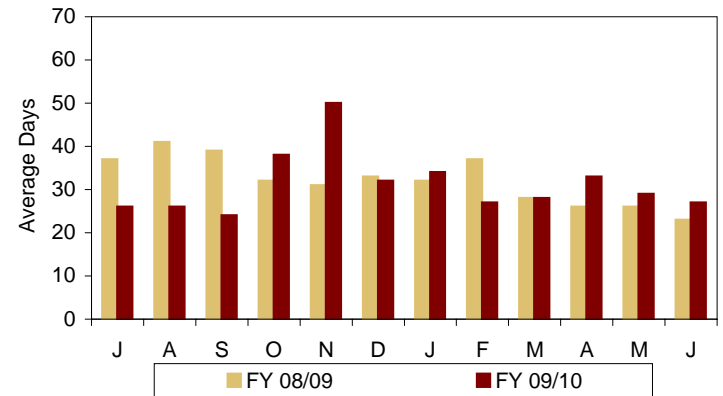
Meet plan review turnaround times - medium commercial

Target:

45 Days for 1st review

Significance:

Indicates efficiency of plan review process and customer service.



Visit us on the web at phoenix.gov

Minor Commercial Building Plans

Target: 30 days

YTD Average: 21

Goal:

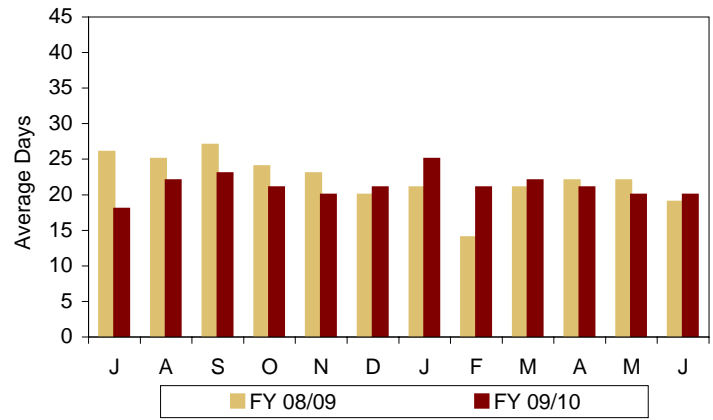
Meet plan review turnaround times - minor commercial

Target:

30 days for 1st review

Significance:

Indicates efficiency of plan review process and customer service.



Residential Building Plans

Target: 30 days

YTD Average: 39

Goal:

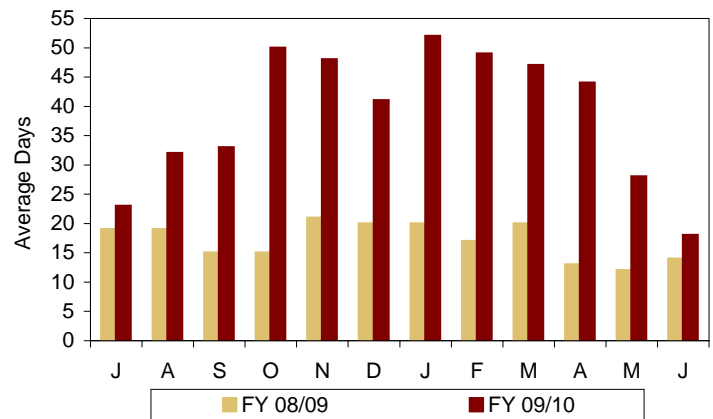
Meet plan review turnaround times - residential

Target:

30 days for 1st review

Significance:

Indicates efficiency of plan review process and customer service.



On Time Commercial Inspections

Target: 90%

YTD Percent: 90%

Goal:

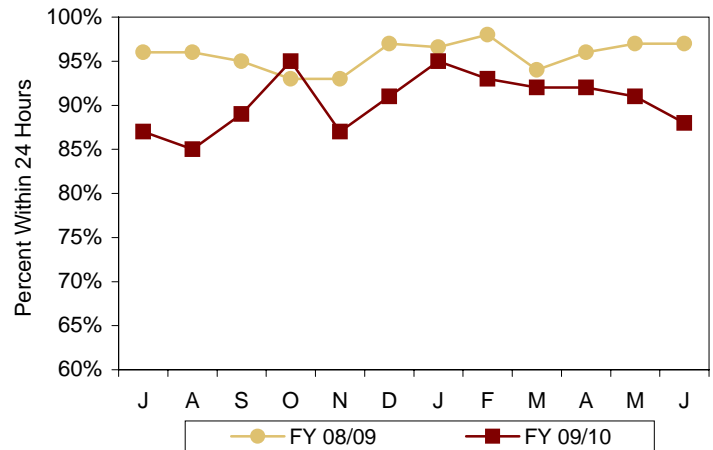
Minimize commercial inspection carryovers by completing inspections within target

Target:

90% conducted within 24 hours

Significance:

Indicates efficiency of inspection process and customer service.



On Time Residential Inspections

Target: 90%

YTD Percent: 88%

Goal:

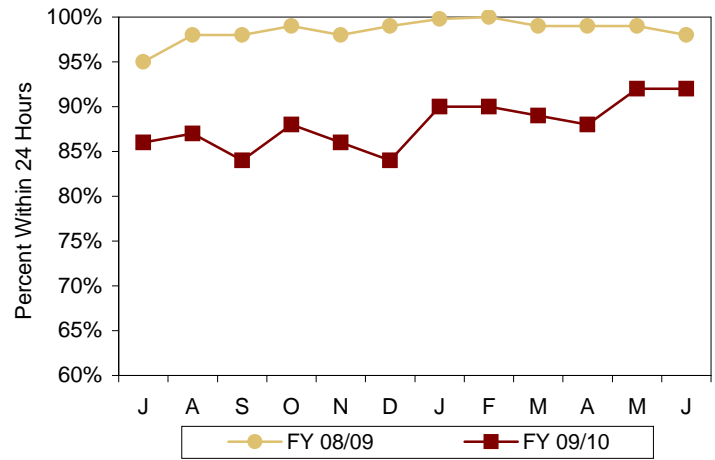
Minimize residential inspection carryovers by completing inspections within target

Target:

90% conducted within 24 hours

Significance:

Indicates efficiency of inspection process and customer service.



Cost Recovery

Target: 100%

YTD Percent: 93%

Goal:

Meet cost recovery goal

Target:

100% cost recovery

Significance:

Department must be 100% cost recovery and is not supported by the General Fund.

