

Planning and Development Department

Mission Statement

Planning, Development & Preservation for a better Phoenix

Key Services

Design review, permitting, inspections, implement and update general plan, administer zoning ordinance, process rezoning requests, Historic Preservation and bond programs.

Major Commercial Building Plans

Target: 45 days

YTD Average: 37

Goal:

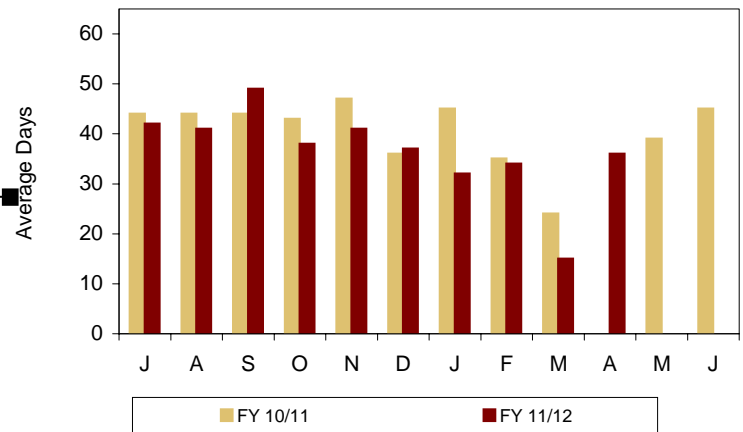
Meet plan review turnaround times - major commercial

Target:

45 days for 1st review

Significance:

Indicates efficiency of plan review process and customer service.



Residential Building Plans

Target: 30 days

YTD Average: 24

Goal:

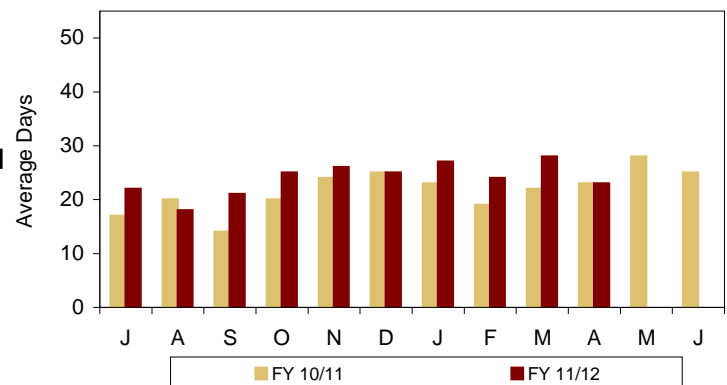
Meet plan review turnaround times - residential

Target:

30 Days for 1st review

Significance:

Indicates efficiency of plan review process and customer service.



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On Time Commercial Inspections

Target: 90%

YTD Average: 95%

Goal:

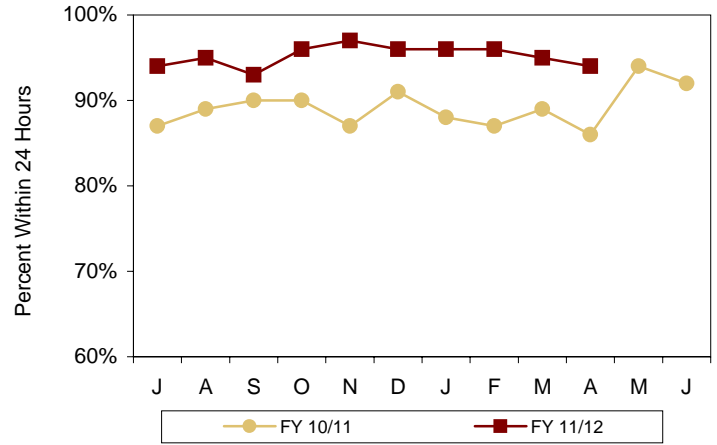
Minimize commercial inspection carryovers by completing inspections within target

Target:

90% conducted within 24 hours

Significance:

Indicates efficiency of inspection process and customer service.



On Time Residential Inspections

Target: 90%

YTD Average: 94%

Goal:

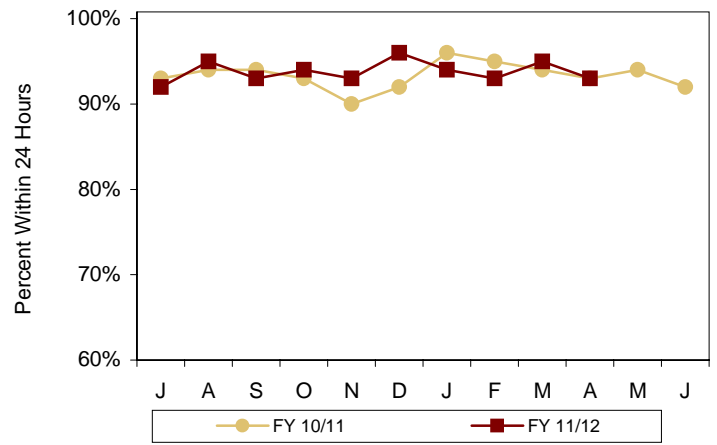
Minimize residential inspection carryovers by completing inspections within target

Target:

90% conducted within 24 hours

Significance:

Indicates efficiency of inspection process and customer service.



Certificates of No Effect Approved

Target: 80%

YTD Percent: 91%

Goal:

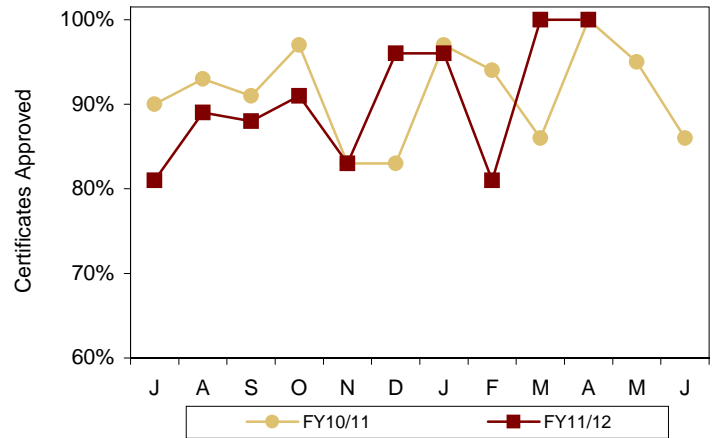
To improve customer satisfaction by expediting Design Review through increased use of Certificates of No Effect

Target:

80% of all approved should be Certificates of No Effect

Significance:

Expedited review uses staff resources more efficiently, shortens the development review process for customers and allows them to begin work on their construction projects more quickly.



Leverage of Public Bonds Funds

Target: \$3.00

YTD: \$2.06

Goal:

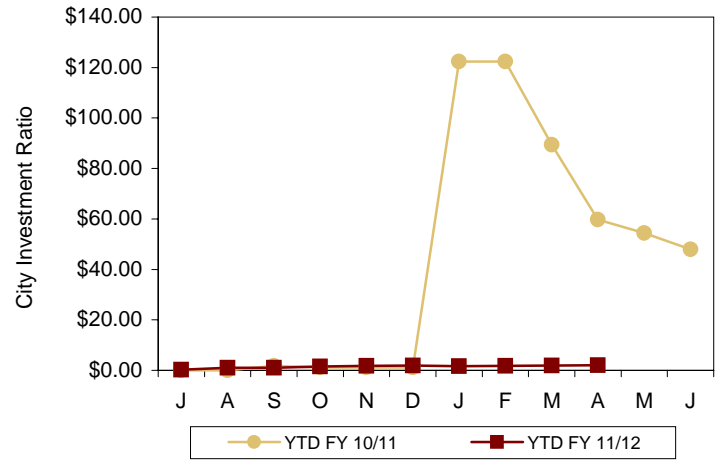
To maximize bond funds by increasing private fund match for city-assisted projects

Target:

\$3.00 of private funds for \$1.00 of city bond funds expended

Significance:

By increasing the matching dollars, more historic buildings are returned to viable uses, and the local economy is stimulated through funds spent on labor and materials as well as increased tax revenues.



Zoning Meetings Scheduled

Target: 20 days

Number of days 10.6

Goal:

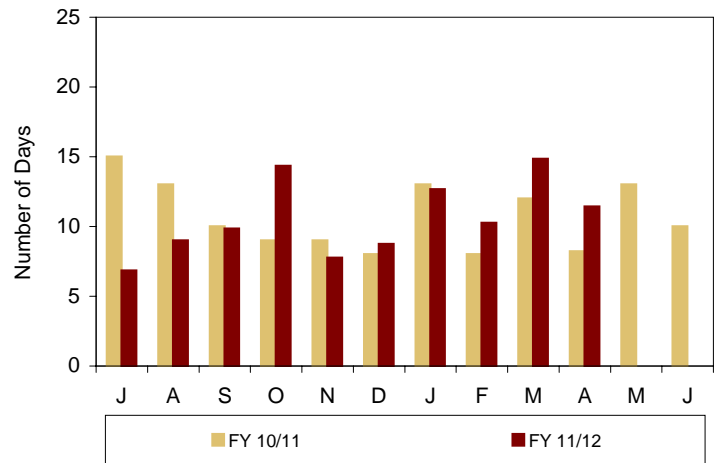
Ensuring zoning pre-application meetings are scheduled in a timely manner

Target:

Meetings Scheduled within 20 days

Significance:

This target is critical, as applicants cannot formally submit their rezoning applications until a pre-application is held. A delay in scheduling the pre-application meeting impacts the entire rezoning process.



Zoning Letters Completed

Target: 15 days

Number of days 9.8

Goal:

Ensure zoning verification letters are completed in a timely manner

Target:

Letters completed within 15 days

Significance:

The 15 working day completion target for zoning verifications letters is critical to the successful conclusion of real estate transactions, especially for out-of-state entities.

