



2026

Process Improvements Report

PLANNING AND DEVELOPMENT DEPARTMENT

September 22, 2026



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SUMMARY

Phoenix's Planning and Development Department (PDD) is preparing for a significant overhaul of our planning, permitting, and development processes, driven directly by our development community's feedback. After extensive listening sessions with zoning attorneys, architects, builders, and developers of every scale, we're rolling out a comprehensive plan to fix the pain points we heard about the most: slow responses, too many touchpoints, outdated codes, and a customer experience that hasn't kept pace with the region's growth.

This roadmap outlines major improvements coming to the development process, including faster reviews, clearer requirements, better coordination across departments, modernized codes, expanded digital tools, more empowered staff, and new programs designed to reduce delays and costs. From SHAPE PHX expansion to pre-approved plans, simplifying rezoning, and a full modernization of codes and ordinances, we want to do everything in our power to deliver a more Personal, Seamless, and Innovative (PSI) experience.

For anyone who builds in Phoenix, these changes will shape how quickly and efficiently projects move. This report shows exactly what's coming, why it matters, and how we plan to partner with those looking to invest in Phoenix to make things faster, clearer, and easier.



WHY ARE WE DOING THIS?

At the direction of City Manager Ed Zuercher, Assistant City Manager Lori Bays and Planning and Development Director Joshua Bednarek held a series of discussions with Planning and Development Department partners. These conversations focused on understanding the ongoing challenges our partners face in the planning and development process and gathering their ideas for both short- and long-term improvements.

In alignment with the City Manager and City Council's call to better serve our customers, and consistent with the department's Vision, Mission, and Service Commitments centered on partnership and service, the Planning and Development Department (PDD) remains committed to continuous improvement and collaboration with our development partners and building on the listening sessions and progress we made over the last two years.

This report summarizes these discussions and offers recommendations that build on the analysis of what was relayed, as well as the recommendations from the 2024 and 2025 Process Improvement Reports.



WHAT CHALLENGES WERE IDENTIFIED?

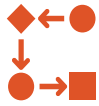


Strengthen Customer Service

The discussions highlighted several ongoing customer service challenges that hinder a smooth and supportive experience for those navigating the planning and development process.

- Partners emphasized delays and inconsistencies in responses to calls and emails, noting that customers often struggle to reach the right person or receive timely information.
- Staff members are not always empowered to resolve issues directly, which contributes to bottlenecks and frustration.
- Coordination across departments remains uneven, creating gaps in communication and adding complexity for customers who must interact with multiple teams.
- City Hall itself was described as uninviting and difficult to navigate, reinforcing the perception of a complicated process.
- Partners stressed the need for more team members to be dedicated specifically to helping customers understand requirements, move through the process, and troubleshoot challenges along the way.





Streamline Application and Review Processes

Partners identified several challenges within the development process, noting that projects often encounter too many touch points—both within the Planning and Development Department and across other departments which creates confusion and slows progress.

- Rezoning application requirements were described as overwhelming, and the need to work in two separate online software systems contributes to additional delays and uncertainty.
- Participants also highlighted frequent disconnects between plan reviewers and inspectors, emphasizing that better alignment is needed to ensure consistent guidance.
- Many expressed a desire for more opportunities to meet with staff in person to resolve issues more efficiently.



Modernize Codes and Ordinances

Several development partners suggested a continued overhaul of the city's regulatory framework for development including the Zoning Ordinance, Subdivision Ordinance and Building Code to address conflicts and lack of alignment with changing development needs. While recent changes to the Downtown Code, residential development standards in the Zoning Ordinance and adoption of the 2024 building codes were applauded, there was still a sense that a holistic review of the requirements is warranted.

OUR RESPONSE

We are advancing a comprehensive set of initiatives to strengthen customer service, streamline operations, and create a more predictable development process. These efforts focus on improving communication, supporting staff, and deepening collaboration with development partners.

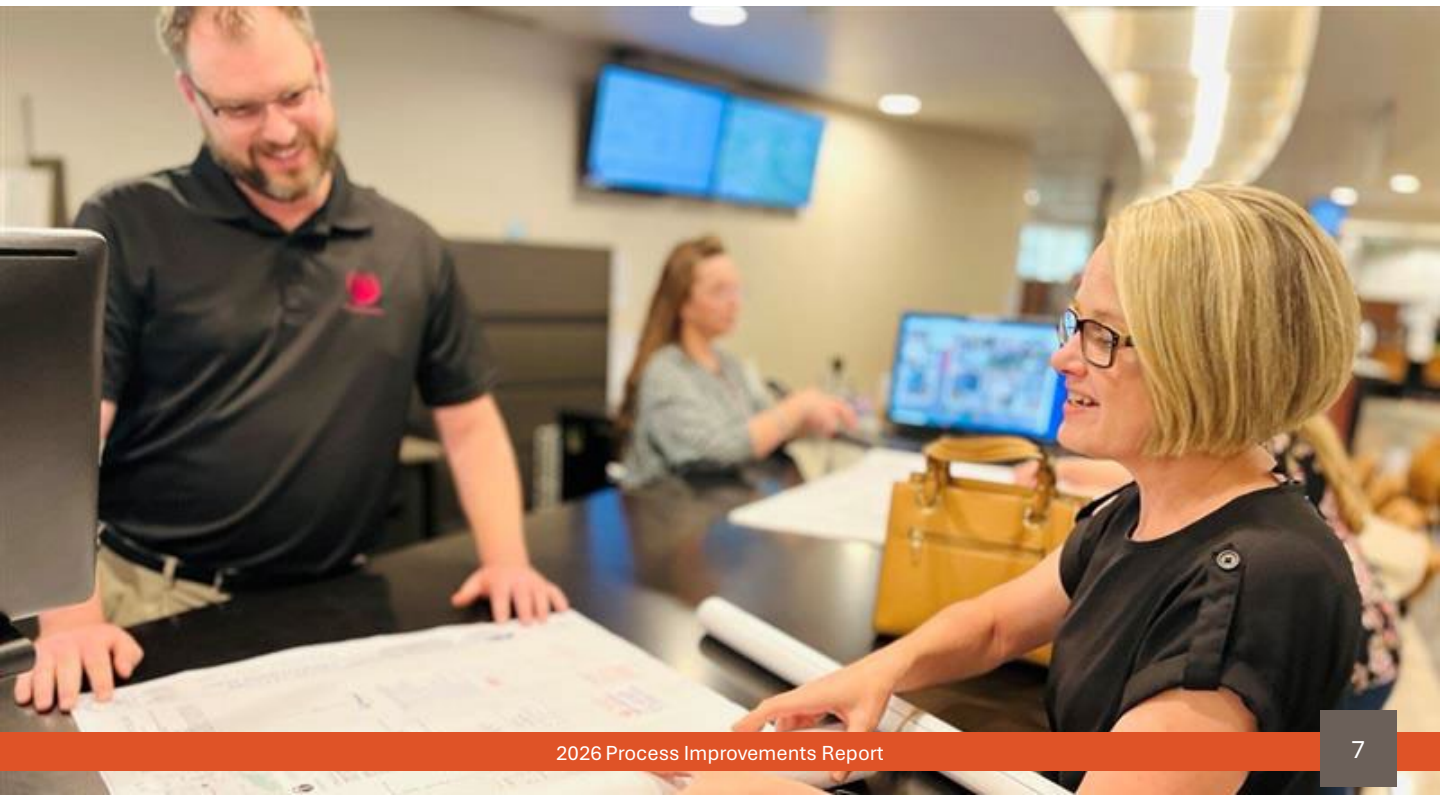
Upgrades to infrastructure, technology, and staffing will modernize customer-facing spaces, enhance digital systems, and better align resources with service needs. Process improvements will reduce delays, simplify requirements, and increase transparency, while coordinated updates to key codes and ordinances will ensure the City's regulatory framework keeps pace with evolving commercial, industrial, and housing demands.

These initiatives have been broken down into five key areas that will help move Phoenix toward a more responsive and customer-focused development environment:

- **Customer Experience & Technology Upgrades**
- **Internal Capacity & Staffing**
- **Faster Reviews & Inspections**
- **Clearer, Simpler Requirements**
- **Modernized Codes & Ordinances**



Learn about our latest updates by visiting our Process Improvements Hub: phoenix.gov/processimprovements



CUSTOMER EXPERIENCE & TECHNOLOGY UPGRADES



Enhanced Design and Meeting Spaces (1st Floor Improvements)

In partnership with the Public Works Department, we are evaluating and planning design changes to the 1st Floor of City Hall to improve service for PDD customers, which will have positive effects for all City Hall customers. Concepts in development include collaboration spaces and enhanced wayfinding, as well as alternative locations and processes for security and check-in procedures to create a welcoming and efficient environment. These improvements will reinforce that PDD is open for business at City Hall and that appointments are no longer required.

Benefits: Improved experience for customers visiting City Hall

Milestones: Complete design of space – 4Q 2026

PDD Leads: Mary Ann Fotinos, Joshua Bednarek

SHAPE PHX Release 3

SHAPE PHX Release 3 had a successful April 27, 2026, Go-Live. Primarily adding commercial development processes to SHAPE PHX, this release results in all PDD customer facing functions being one application. Preparation for Release 3 included extensive staff training, a unique opportunity for targeted customers to test the system, and a comprehensive change management and communication plan for staff and customers. The release also resulted in improvements to the customer portal and now supports electronic submission, review and permitting for all PDD services.

Benefits: Single, modern, transparent and secure business application for all PDD services

Milestones: Release 3 Go-Live – DONE – 3Q 2026

PDD Leads: PDD Management Team

Merger of Ombudsman's Office and Office of Customer Advocacy

To reduce barriers between customers and staff, PDD will merge the Office of Customer Advocacy with the Ombudsman's Office to form a unified team focused on customer service and project assistance. This team will be rebranded and a campaign will be launched to educate community partners on the Office's goals and what they can expect regarding improved service delivery.

Benefits: Dedicated team for customers, City Council requests, and special projects like affordable housing, Office of Homeless Solutions facilities and developments that are not assigned to a Team Leader

Milestones: Rollout and promotion of new team – 1Q 2027

PDD Leads: Mary Ann Fotinos, Claire Simeone-Stern

New Development Teams for Hi-Tech Projects

PDD will establish specialized development plan review teams and inspections teams to support high-tech and emerging industry projects, ensuring timely and knowledgeable service for these complex developments.

Benefits: Reinforcement of Phoenix as a place for continued investment in the technology sector

Milestones: Recruitment for teams – 4Q 2026

PDD Leads: Sam McAllen, Mike Baxley

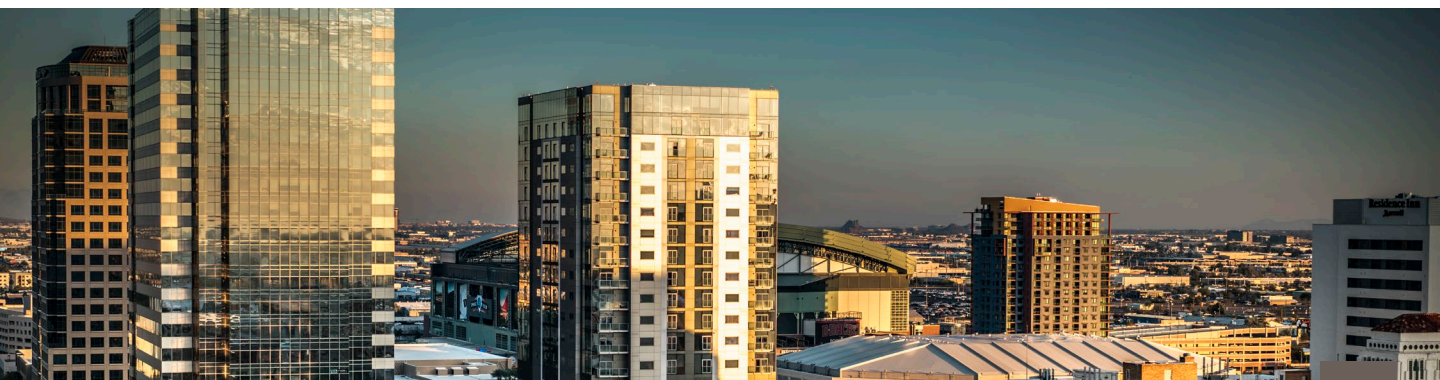
Align Plan Review and Inspections Teams

PDD will align its dedicated plan review and inspections teams under a single Assistant Director to enhance consistency in policies and procedures and better support ongoing investments.

Benefits: Strengthened staffing capacity and improved coordination across departmental functions

Milestones: Roll out organizational structure – 3Q 2026

PDD Leads: Mike Baxley, Jack Roberts



Development Partner Training: Building Code

PDD will offer public training on Phoenix amendments to the building codes, including the International Residential Code (IRC) and International Building Code (IBC), and host discipline-specific Q&A sessions on newly adopted codes, including the National Electric Code (NEC).

Benefits: Enhanced customer awareness of new Building Code provisions and connections with PDD team members

Milestones: Training program and schedule in place – 4Q 2026

PDD Leads: Mike Baxley, Matt Miles

PDD Website Public Technical, Documents and Marketing Materials

Now that the Public Information Office-led refresh of phoenix.gov is complete and SHAPE PHX Release 3 has launched, PDD will focus on improvements to its website, customer facing resources, technical documents, and educational & marketing materials to increase access to clear information and to support resident/customer understanding of PDD services including Self-Certification and Permit By Inspector. Website improvements will be informed by analytics available from the City's new web platform.

Benefits: Simplified access to information regarding PDD services on phoenix.gov, more current & accurate public technical documents, and improved education & marketing materials

Milestones: Review post phoenix.gov refresh year 1 web analytics for top PDD page views and downloads. Recommend approach to web design/structure changes that focus on basic/most used services provided by PDD and that promote streamlined access to top visited pages (less clicks, more intuitive path, etc.) – 2Q 2027

PDD Leads: Mary Ann Fotinos, Claire Simeone-Stern



INTERNAL CAPACITY & STAFFING



Vision, Mission and Service Commitments

The department has adopted Vision, Mission and Service commitments focused on partnership and service. These service commitments are outlined below:

- **(S)erve** as a leader to develop a city through continuous advancement of policy, codes, processes, and technology
- **(E)nsure** building safety, preservation, and planning are at the forefront of all we do
- **(R)einforce** a culture of respect and collaboration
- **(V)alue** and deliver Personal, Seamless, and Innovative (PSI) service
- **(E)mpower** a professional, proficient, and dedicated department of civil servants

Benefits: Established framework for the department's culture and operational framework

Milestones: The Vision, Mission and Service Commitments are embedded into the department's daily operations and employee training programs – **DONE**

PDD Leads: PDD Management Team

Cross Departmental Review of Telework Policies

PDD, along with partner departments in the development process including Water Services, Street Transportation and Fire, will coordinate staffing and telework schedules to ensure customers coming to City Hall are able to connect with all the necessary team members on their visit.

Benefits: Greater certainty for customers coming to City Hall for assistance on development projects

Milestones: Updated telework policies and schedules – 4Q 2026

PDD Leads: Joshua Bednarek

Customer Service Training

To strengthen our commitment to timely and effective communication, PDD is requiring team members to complete PSI service training. This training reinforces expectations around responsiveness, clear communication, and problem solving. Even after completion, we will continue offering refresher sessions to ensure PSI principles remain embedded in daily operations. The training also includes a reinforcement of the department's policy to return phone calls and e-mails from customers within 24 hours and requirements regarding out of office messages and staffing coverage.

Benefits: Enhanced customer service

Milestones: All PDD employees will have completed by – 3Q 2026

PDD Leads: Joshua Bednarek, Helen Soza, Thomas Garrett

Director's Cup Training Program

PDD launched the 2026 Director's Cup Training Program to strengthen team member development, cross team – collaboration, and service excellence. The program provides dedicated time for technical and cross training, along with learning sessions that highlight roles, responsibilities, and projects. There is also a strong emphasis on having Plan Review sections spend meaningful time with their counterparts in Inspections to ensure a seamless experience for customers from plan submittal to final inspections. Activities are part of a department-wide competition and scoring system, culminating in individual and team awards. This initiative directly supports our Service Commitments and remains a central component of our workforce development strategy.

Benefits: PDD team members are better prepared and empowered to serve customers with a better understanding of their counterparts' roles in other divisions

Milestones: Awards ceremony

PDD Leads: Joshua Bednarek, Helen Soza, Thomas Garrett – 4Q 2026

City Manager-Led Development Department Internal Partner Meetings

The City Manager's Office will lead quarterly coordination meetings with internal partner development departments to ensure alignment, improve communication, and address cross-departmental challenges proactively.

Benefits: Consistency of policies and processes across departments in the development process

Milestones: Quarterly meetings with Planning and Development, Water Services and Street Transportation departments – **3Q 2026**

PDD Leads: Joshua Bednarek, Helen Soza

Ongoing External Partner Listening Sessions

PDD will continue hosting listening sessions with external development partners to evaluate progress on commitments and identify areas where service is exceeding or falling short of expectations. Listening sessions will occur in smaller group settings but may also occur with larger groups at times to address certain initiatives or issues.

Benefits: Strengthened relationships with development partners and more opportunities to collect valuable feedback

Milestones: Listening sessions planned with NAIOP, HBACA and Chamber of Commerce – **3Q 2026**

PDD Leads: Joshua Bednarek, Helen Soza, Mike Baxley, Sam McAllen



Employee Recognition

To reinforce a culture of service excellence, PDD will continue to recognize employees through customer commendations shared during quarterly Coffee Chats, peer and supervisor nominations reviewed by the Employee Recognition Committee (ERC), and the annual ASPIRE Awards event. The ERC manages year-round appreciation efforts and coordinates the annual appreciate event, which honors ASPIRE Award recipients, Years of Service milestones, and winners of the Director's Cup and High Five awards. These recognition categories align with our Vision, Mission, and Service Commitments.

Benefits: Reinforced culture of partnership and service for our customers

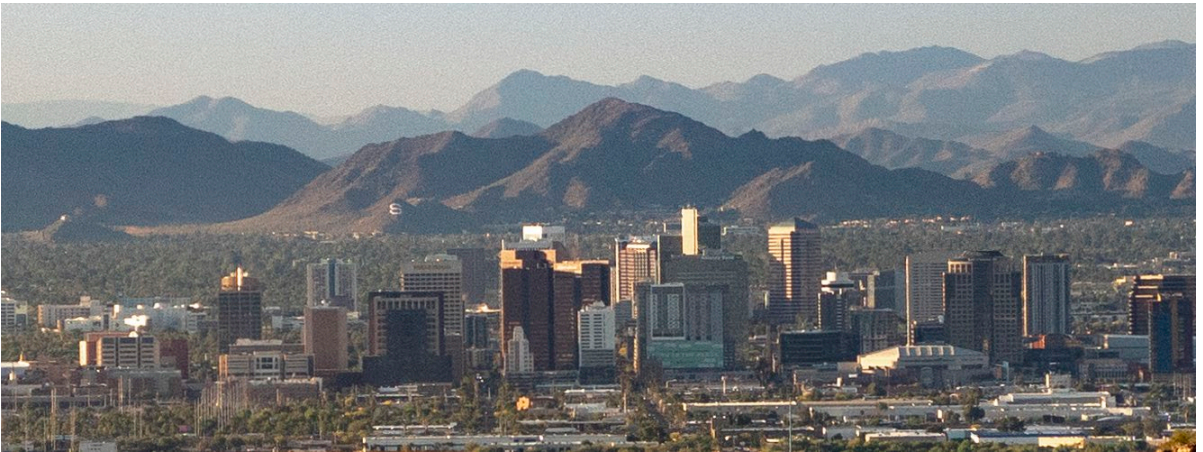
Milestones: Quarterly Coffee Chat – **3Q 2026** and Employee Appreciation event + ASPIRE Awards Ceremony – **4Q 2026**

PDD Leads: Joshua Bednarek, Helen Soza, Leila Gamiz, Alejandra Urquiza-Rodriguez

Coffee Chat – April 2026



FASTER REVIEW & INSPECTIONS



Transition to Digital Submittals

As PDD continues to implement cost savings and efficiency measures, the transition to digital submittals has been identified as a strategy the department should pursue. Research is underway to review approaches employed in other municipalities. This effort will also be coupled with the necessary equipment and processes to continue to support customers who present paper documents, so they do not experience a disruption in service.

Benefits: Streamline department intake and review procedures and maximize investment in SHAPE PHX

Milestones: Finalize analysis and recommendations for implementation – 4Q 2026

PDD Leads: Mike Baxley, Ken Alexander, Matt Miles, Keith Kesti

Revision By Inspector (RBI) Program

In response to requests for support in addressing field changes during construction that require modifications to approved plans, the PDD Inspections Division is enhancing our Revision By Inspector (RBI) Program. This program will utilize Field Review Specialists, to review and approve plan revisions within a limited scope directly on site, reducing the need to send revisions back to reviewers at City Hall for review.

Benefits: Reduction in overall development timelines, streamline approvals of revisions to plans and allows City Hall plan reviewers to focus more on full projects

Milestones: Evaluate staffing capacity and propose deployment framework – 1Q 2027

PDD Leads: Mike Baxley, Jack Roberts, Matt Miles, Ken Alexander, Keith Kesti, Sam McAllen

Tracking, Reporting and Performance Management

PDD will update its turnaround time reports, considering alignment with other municipalities to create consistency in reporting. Tracking reviews will also be implemented. With the significant increase in availability of data and reporting tools in SHAPE PHX, current methods for tracking productivity, work volume, and turnaround times will be reviewed. Reporting of operational statistics and performance metrics (e.g. City Manager Dashboard and Budget Performance Indicators) will also be analyzed for improvement/enhancements.

Benefits: Alignment with other municipalities and enhanced understanding of where improvements may be needed

Milestones: Updated drafts of turnaround time reports and new tracking metrics – 4Q 2026

PDD Leads: Mary Ann Fotinos, Claire Simeone-Stern

SHAPE PHX Artificial Intelligence (AI) Pilot

PDD worked with a consultant to prepare an Artificial Intelligence (AI) strategy. This effort included identifying pain points, prioritizing use cases, scanning the market for potential vendors, and developing a near-term action plan. Next step is for PDD to work to determine a procurement approach and complete vendor selection for an AI pilot aimed at reducing overall plan review turnaround times with an AI supported pre-submittal validation (administrative review).

Benefits: Streamlined plan intake and administrative review reducing overall timeframe for plan review

Milestones: Determine procurement approach – 4Q 2026 and Implement Pilot – 3Q 2027

PDD Leads: Mary Ann Fotinos

Affordable Housing Permit Fee Offset

In partnership with the Housing Department and the Housing Trust Fund, PDD will develop and implement a program to cover a portion of or all of the plan review, permitting and inspections fees for affordable housing development that meets certain criteria. Program will be funded outside the development fund.

Benefits: Reduced cost burden on affordable housing projects

Milestones: Program rollout – 4Q 2026

PDD Leads: Joshua Bednarek, Mike Baxley, Adam Miller

CLEARER, SIMPLE REQUIREMENTS



Update Pre-Application and Preliminary Review Meetings and Reports

Overhaul the pre-application and preliminary reports formats to increase functionality and highlight the most pertinent information for the customer along with emphasizing the availability of holding pre-application and preliminary meetings in person.

Benefits: Clarity regarding items that need to be addressed in the next submittal

Milestones: New reports debut – 4Q 2026

PDD Leads: Mike Baxley, Keith Kesti

Administrative Review Streamlining and Standardization

As a means of providing customers with a greater sense of certainty about the plan review and permitting process, PDD has been preparing updates to intake and routing procedures and department organization changes to “get submittals out of the queue and under review” faster. The department will be establishing and publishing administrative review time goals for all submittals.

Benefits: A more efficient and customer-friendly submittal process

Milestones: Incorporate administrative review time goals into updated turnaround time reports – 4Q 2026

PDD Leads: Mike Baxley, Ken Alexander, Keith Kesti, Matt Miles

Expanded Use of Pre-Approved Plans

Thanks to the support of the Phoenix voters and the Mayor and Phoenix City Council, PDD has funding to pursue the creation of a pre-approved plans catalog for the department. The department secured pre-approved plans for accessory dwelling units last year and will pursue adding single-family homes and middle housing to the inventory through upcoming request for proposals.

Benefits: Eliminates need for plan review and provides customers with an expedited path towards a building permit

Milestones: RFP for pre-approved plan submittals – 1Q 2027

PDD Leads: Mike Baxley, Ken Alexander, Keith Kesti

Update Requirements for Traffic Impact Analysis (TIA) and Rezoning

The Planning and Development and Street Transportation departments will finalize a framework to provide clarity when a TIA is required for a rezoning submittal and if it will be a stipulated requirement in a rezoning staff report.

Benefits: Reduces submittal requirements for rezoning applications meeting certain criteria

Milestones: Implement framework for new requirements – 3Q 2026

PDD Leads: Tricia Gomes, Racelle Escolar

Modify Rezoning Process to Streamline Hearings

PDD will discuss with City Council, Planning Commission and Village Planning Committee (VPC) Chairs, new policies for rezoning requests that meet certain criteria. A policy for consideration would be to eliminate the requirement to present to the VPC for action if the request is consistent with the General Plan Land Use Map or adopted Land Use Maps from City Council-adopted policy plans.

Benefits: Streamlines rezoning process for requests implementing City Council and voter approved plans

Milestones: Engage Council, Commission and VPC in discussions – 4Q 2026

PDD Leads: Tricia Gomes, Racelle Escolar

Opt-In Zoning Framework for Village Cores, Centers and Corridors

PDD will develop policies and procedures, along with a draft text amendment to the Zoning Ordinance, that will facilitate an opt-in zoning option for properties within adopted Transit Oriented Communities (TOC) policy plans and potentially designated Cores, Centers and Corridors to the Walkable Urban Code.

Benefits: This will save significant time and costs for eligible properties to secure the necessary zoning that will implement City Council adopted land use policies

Milestones: City Council briefings on draft framework – **2Q 2027**

PDD Leads: Joel Carrasco, Chase Hales, Adam Miller, Tricia Gomes



MODERNIZE CODES & ORDINANCES



Several development partners stressed that key codes and ordinances, including the Subdivision Ordinance, Zoning Ordinance, and Building Code, must evolve to better reflect current development needs and address emerging challenges. Modernizing the Subdivision Ordinance, Zoning Ordinance, and Building Code will position them to better support contemporary commercial, industrial, and housing development. Together, these updates will create a clearer and more responsive regulatory framework that aligns with today's development environment. New urbanist and projects with walkable designs were highlighted as the types of housing developments that would benefit from such an effort.

Interdepartmental Working Group to Modernize Codes for Housing

PDD will lead an interdepartmental working group charged with evaluating and offering recommendations to city codes and ordinances related to the development of housing that could be modernized to better respond to issues of cost, affordability and livability. The group will also evaluate codes and ordinances from other municipalities and examples of other housing and neighborhood types that have been built using alternative standards.

Benefits: Creation of updated standards for housing that will reduce barriers for new and innovative designs and cost saving measures

Milestones: Formation of interdepartmental team – 3Q 2026

PDD Leads: Tricia Gomes, Matt Miles, Keith Kesti

Zoning Ordinance Update Work Program

With additional resources, PDD could expand the scope of work included in the text amendment work program previously presented to Phoenix City Council. The work program would modernize the City's regulatory framework by focusing on key areas that directly shape development outcomes in commercial, industrial and housing projects, while also updating the ordinance to address provisions that have been the subject of years of approval through the variance and use permit process.

Benefit: Modernizing the Zoning Ordinance will reduce the need for variances and improve the design and site plan review process

Milestones: Updated work program with resource and staffing needs finalized – 4Q 2026

PDD Leads: Tricia Gomes



MEASURING SUCCESS

We are committed to evaluating how effective the improvements we have identified enhance the service we provide to our customers and increase efficiency for our team members. In addition to ongoing listening sessions, smaller roundtable discussions with customer groups and updates to the City Council, we will deploy the following methods to monitor our progress.

Turnaround Times & Staff Time on Reviews

The Department will continue using the monthly turnaround reports to evaluate the effectiveness of the proposed changes. In addition to monitoring turnaround times, we will also track and evaluate the amount of time staff spend on specific reviews to ensure increases in efficiency of reviews are being realized across the team.

Monthly Statistical Reports on Submittals and Approvals

The Department will continue tracking and reviewing a wide range of operational statistics, from the number of customers assisted at the counter to the volume of inspections completed. Analyzing these metrics each month will help identify trends in activity and determine whether adjustments to the service model are needed.

Secret Shopper Exercises and Response Audits

The Ombudsman and Customer Advocacy Team will conduct a series of exercises to assess how effectively the department is meeting its response time commitments and employing the three tenets of service – Personal, Seamless, and Innovative (PSI). Results of these exercises will be shared with PDD management, and an action plan will be developed to respond to any issues identified.

Customer Satisfaction – Feedback and Reporting

The department will develop a method where customers can share feedback and “tell us how we are doing.” The Ombudsman and Customer Advocacy Team will review and evaluate customer feedback on a quarterly basis to gain insights into both positive and challenging aspects of the customer experience. These findings will be reviewed with the department’s management team and team supervisors regularly to reinforce effective practices and address opportunities for improvement. A summary of the feedback and related insights will be included in the next Process Improvements Report submitted to the City Manager’s Office and Phoenix City Council.

WHAT WE NEED

To successfully advance these customer service, technology, and process improvement initiatives, additional resources and financial tools are needed. This includes strengthening support for Planning and Zoning teams, additional support for the Process Improvements Program, securing ongoing funding to provide fee reimbursements where appropriate and updating the fee structure to sustain specialized programs and future technology investments. Together, these elements form the foundation needed to implement the improvements outlined in this report and ensure long-term operational stability.

Planning and Zoning Division

Additional Staff: Assistant Director, Planner III and Planner II

An expedited implementation of updates to the Phoenix Zoning Ordinance requires additional staffing resources on the department's Planning and Zoning teams. This effort represents one of the best long-term strategies to position Phoenix to meaningfully respond to adopted City Council policies like the Housing Phoenix Plan and economic development goals. The department's planning and zoning functions require additional leadership and staffing resources to support these endeavors.

An additional Assistant Director to oversee the department's planning and zoning functions is warranted given the high-profile nature of not only the proposed work, but the day-to-day responsibilities of this section of the department including oversight of the rezoning and zoning adjustment application and hearing processes. A new Planner III and a Planner II are also needed to support an expedited implementation of the text amendment work program. The Planning and Zoning Division has traditionally been funded through the City's General Fund.

Director's Office

Additional Staff: Management Assistant II

A Management Assistant II is needed to assist with the administrative responsibilities of the Process Improvements Program, including supporting the department's education and training initiatives.

New Funding Streams for Development Division

Comprehensive PDD User Fee Study

The Department is securing a qualified firm to evaluate the PDD user fee structure. While significant changes to the fee structure are not anticipated a result of the study, continued investment in technology would benefit from a dedicated funding stream in the fee structure. There are also specialty services that the department could offer or expand if fees in these areas were right sized with their costs. The department anticipates having the firm complete this study at the end of 2027 with briefings with city management and City Council starting early 2028.



NEXT STEPS

PDD will brief the Mayor and City Council on the full set of proposed improvements and gather their direction on priority initiatives, resource needs, and implementation. Following these briefings, PDD will share the plan with the development community to ensure transparency, invite collaboration, and confirm that the proposed changes align with industry needs.

We will also continue to host listening sessions with development partners, provide annual progress updates, and refine these initiatives based on measurable outcomes and stakeholder feedback. This ongoing engagement will help ensure that the improvements outlined in this report translate into a more efficient and customer-focused development environment for all who build in Phoenix.



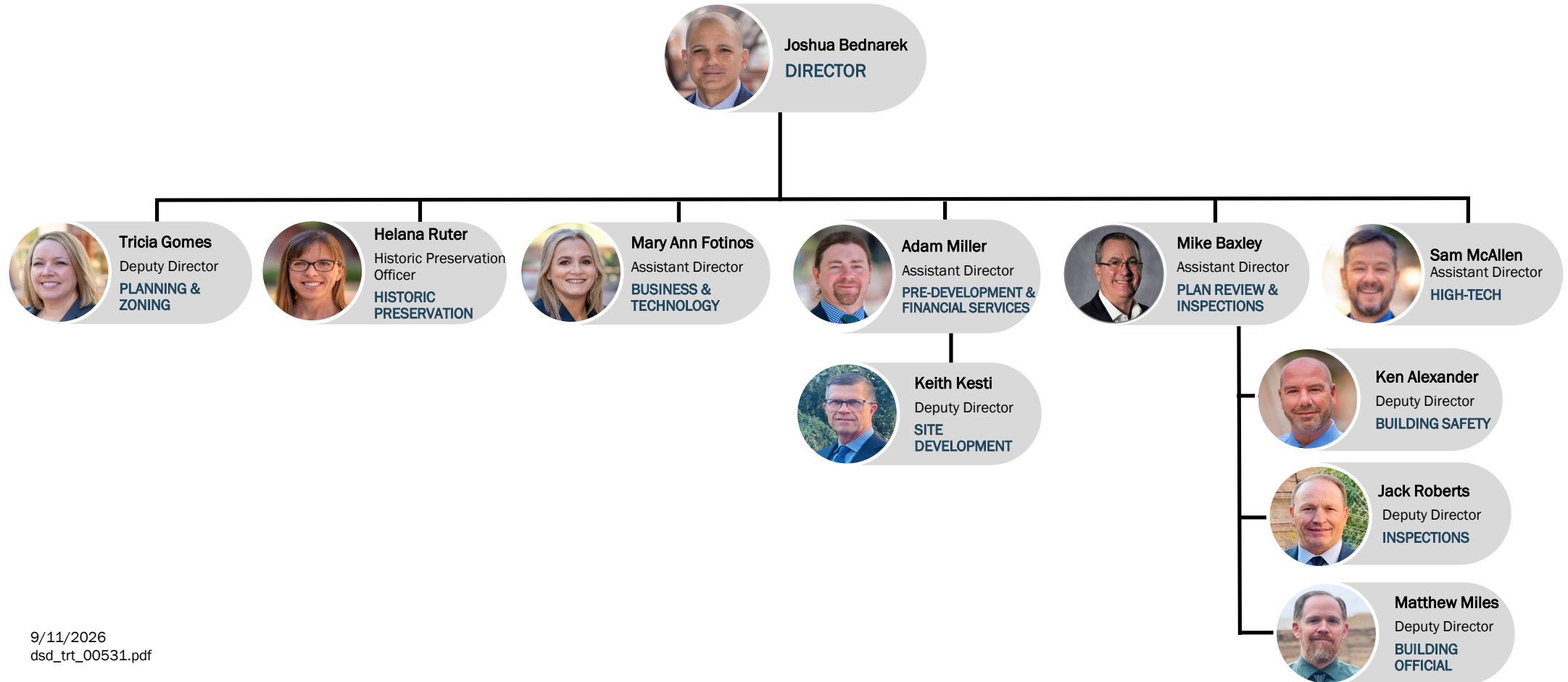
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APPENDICES



Planning and Development Department

LEADERSHIP ORG CHART



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- Development Impact Fee Program
- ASLD Coordination
- Infrastructure Planning
- Community Facility Districts
- Site Development



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- Code Adoption & Permit Compliance
- Code Mods & Interpretations
- Alternative Materials and Methods
- Technical Code Training & QC
- Code Conflict Resolution
- Code Committees (DAB, MAG, ICC)

Ombudsman and Customer Advocacy (OCA)



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- Construction, Permitting & Development Process Navigation
- Project Status Inquiries



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- Customer Advocate
- Pre-project Planning & Research
- Small Business Concierge
- Adaptive Reuse Program
- Special Events

Visit
<https://www.phoenix.gov/pdd>
or scan QR Code



PDD



PDD Contacts

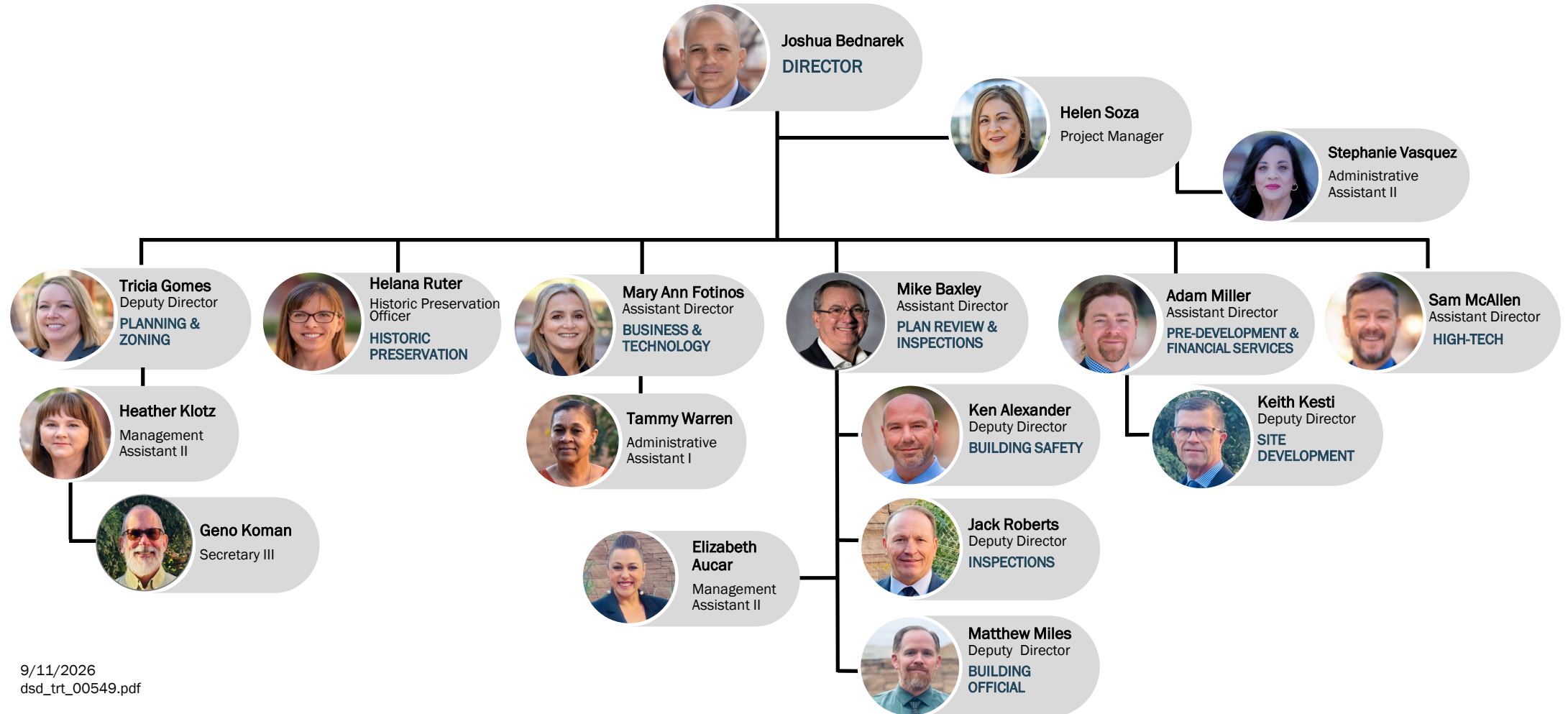


OCA TEAM

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Planning and Development Department

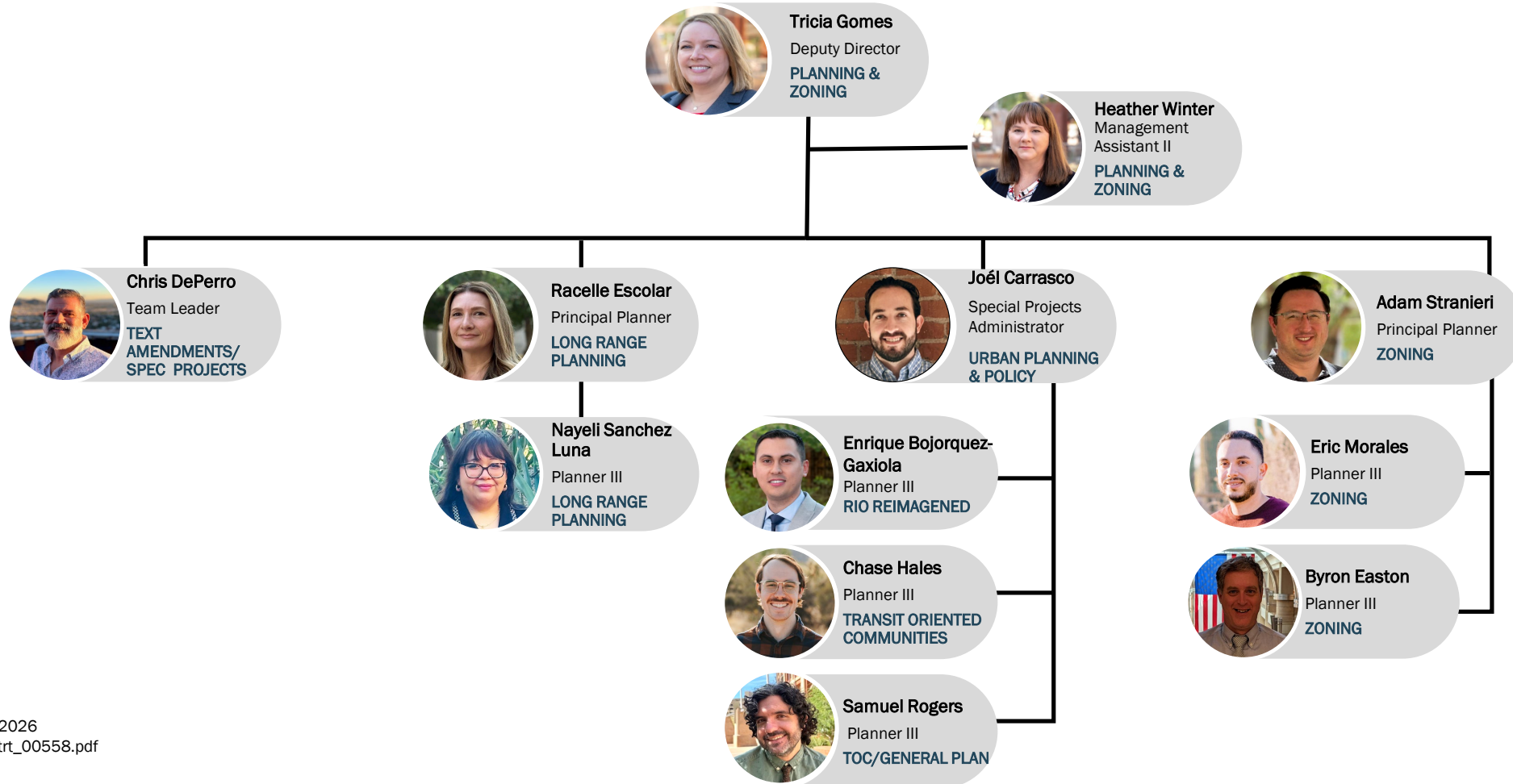
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Planning and Development Department

PLANNING AND ZONING SUPERVISOR ORG CHART





Planning and Development

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- Airport Zoning Commission
- Rezoning Requests
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- Airport Board of Adjustment
- Zoning Counter
- Informal Interpretations
- Zoning Verification
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- Pre-Application Meetings
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- Zoning Clearance – Tobacco Oriented Retailer/Auto Title



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Planning and Development

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- RIO Implementation Progress & Tracking
- RIO Working Group & Interdepartmental Collaboration
- Federal Regional & Local Planning Grants
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- TOC Working Group & Interdepartmental Collaboration
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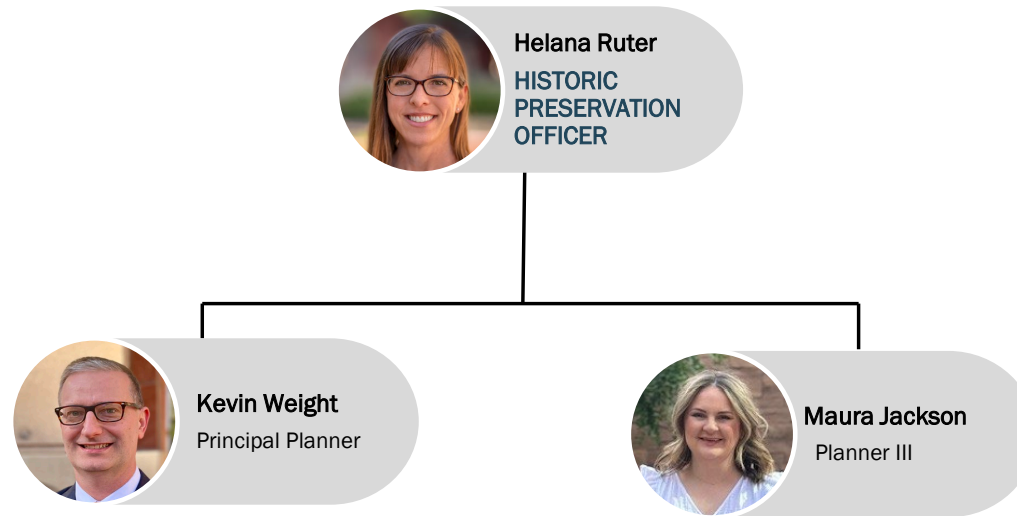
PDD Contacts



Planning & Zoning

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HISTORIC PRESERVATION
SUPERVISOR ORG CHART





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PDD Contacts

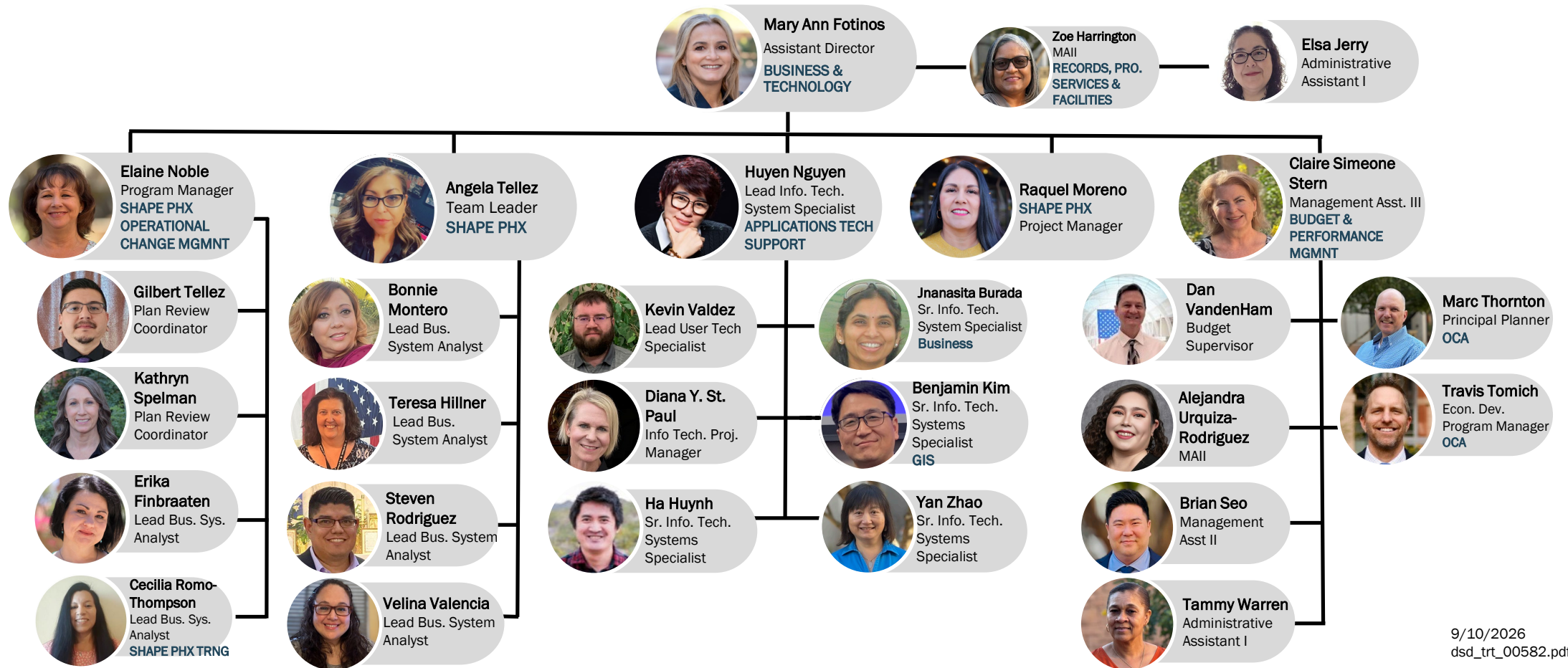


Historic Preservation

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Planning and Development Department

BUSINESS & TECHNOLOGY SUPERVISOR ORG CHART



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Planning and Development

BUSINESS AND TECHNOLOGY DIVISION

SUPERVISOR FUNCTIONS

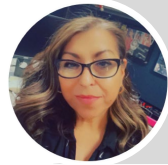


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- Performance Metrics & Stats
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- Management oversight of Business Analysts and Business Leads
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- Support Change Advocate & Champion Networks



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- SHAPE PHX Enhancements, Defects & Change Requests



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- Kiva Training Lead
- SHAPE PHX Train-the-Trainer Program
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- Facilities
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Planning and Development

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Planning and Development

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PDD Contacts

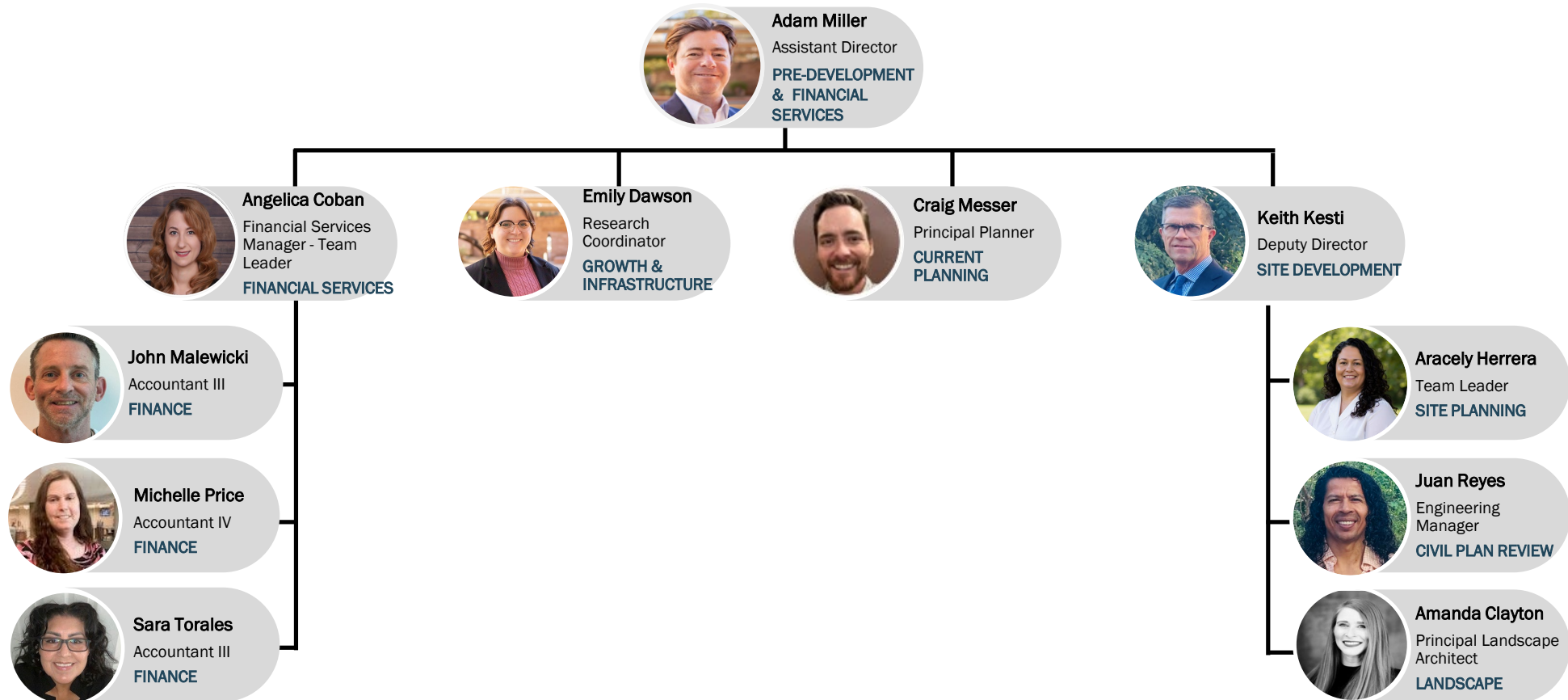


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Planning and Development Department

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- Civil Permits & Addressing
- Site Planning/Dev. Counters
- Landscape/Hillside
- Payments & Submittals / Electronic Plan Review Admin



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Planning and Development

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- Reconciliations
- Year-end Deferred Revenue
- Department Revenue & Liability

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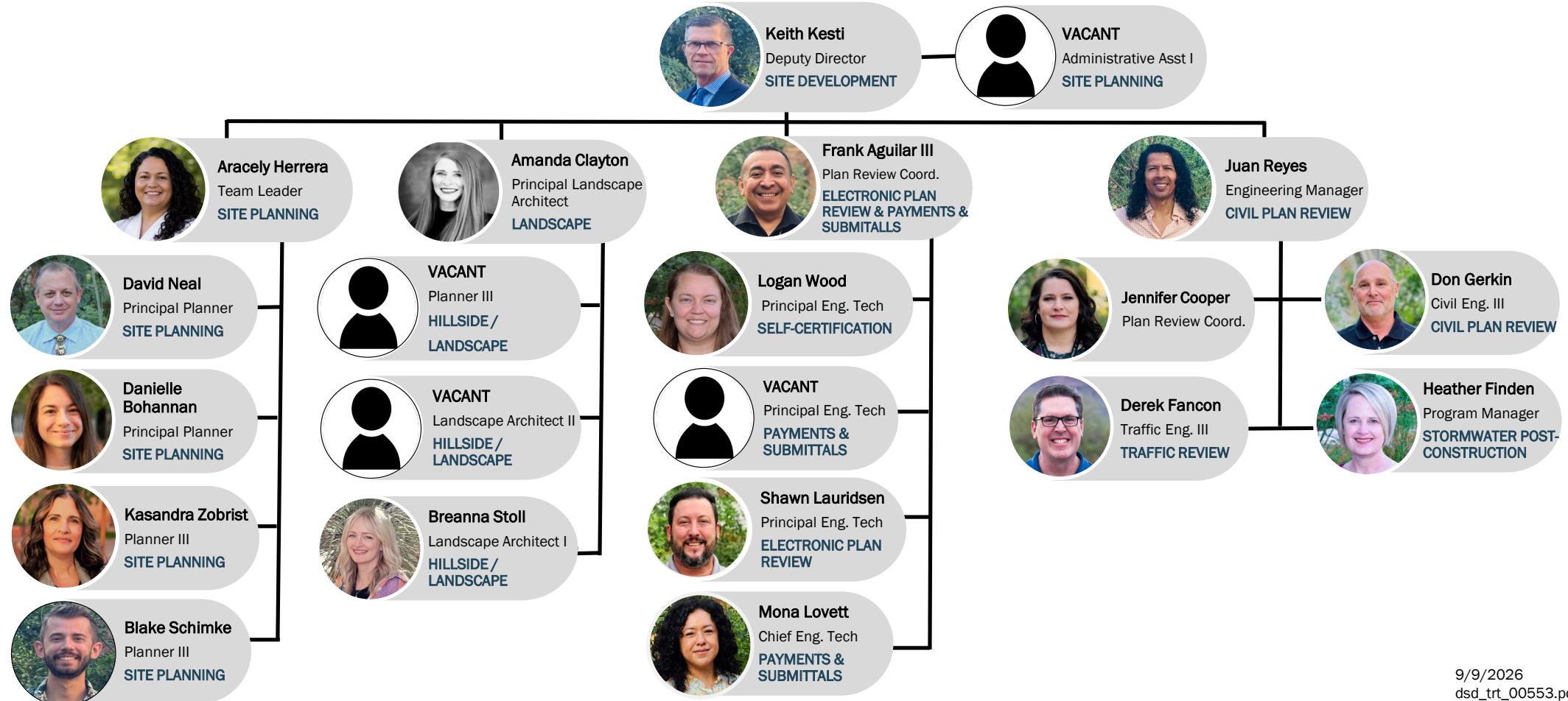


PDD Contacts

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- Design Review Committee Liaison
- Special Projects
- Site Development TRT Liaison



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- Permit Issuance
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- Subdivision Street Layout Review
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- GSI
- MS4 Permit Liaison
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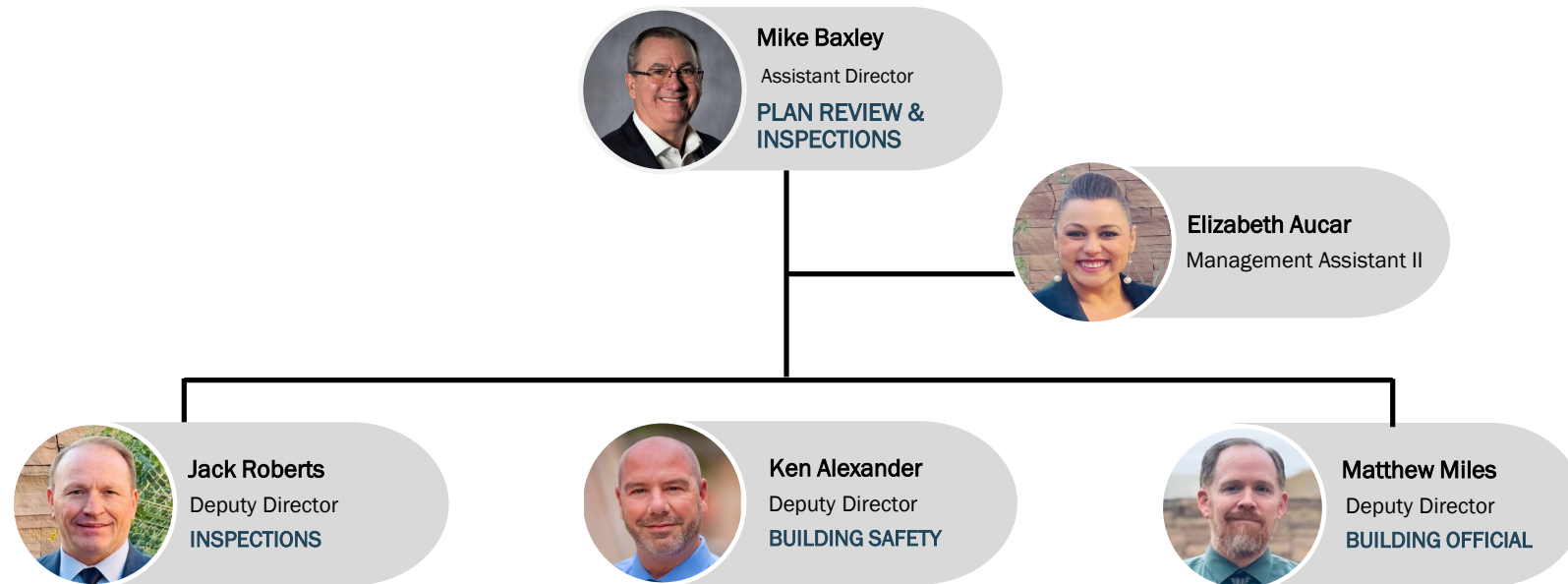
PDD Contacts



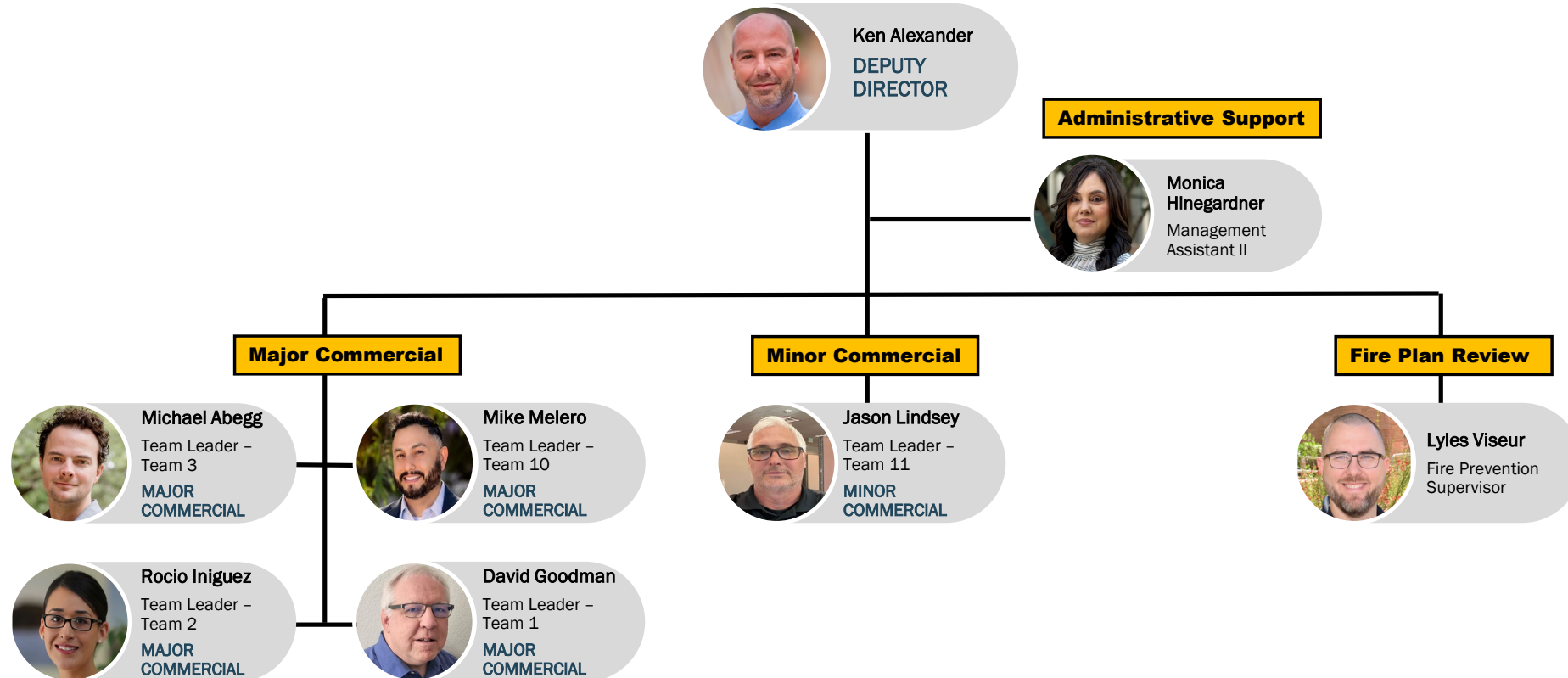
Site

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PLAN REVIEW & INSPECTIONS
SUPERVISOR ORG CHART



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- Multi-disciplinary development coordination



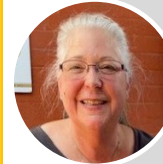
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- Self-Certification Program



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- Sports Facilities
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- Multi-disciplinary development coordination
- Low-income housing
- Grand Canyon University



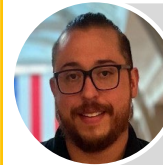
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- Solar reviews and permits
- Pool reviews and permits



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- IRC Technical Lead



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- Residential Counter
- Back up to PET supervisors with Permit Reinstatements and Extensions



Vacant
Chief Engineering Technician

- Engineering Tech Supervisor
- New Custom & Standard Pool Permits
- Solar Review and Permit
- Minor Residential Permits
- Home Permits for Subdivisions



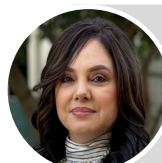
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- Multi-family, Commercial Bldg
- Multi-disciplinary Development
- Coordination



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- Extended Construction Hours Permit and After-hours Construction Noise Complaint Program
- Development Advisory Board (DAB) – Technical Subcommittee Support
- Plan Review Quality Control Program



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- Minor Site Plans-Paper Ssubmittals
- Lot Division Paper Submittals
- RPDR Paper Ssubmittals, Commercial Assignments, Civil Notifications—paper submittals, Single Instrument Dedication, Landscape Prelog, permits and administrative tasks
- Abandonments Prelog and administrative tasks

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PDD



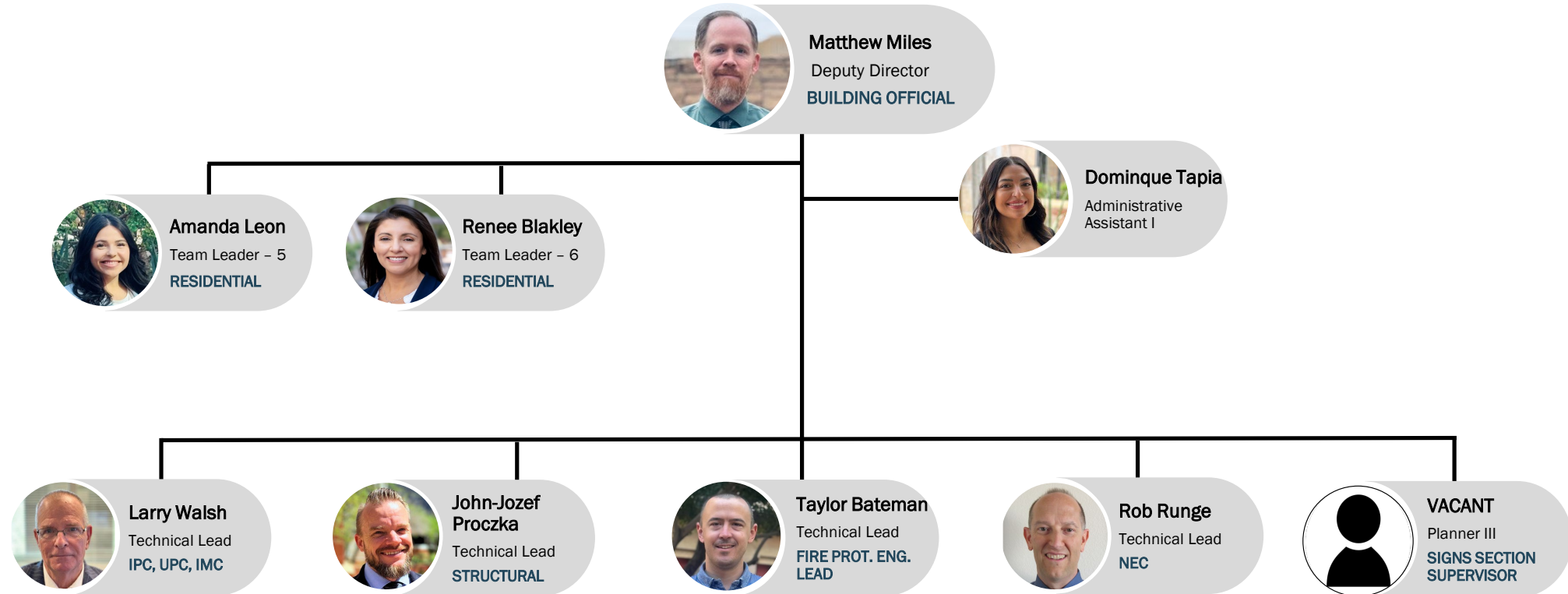
PDD Contacts



Commercial &
Multi-family

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BUILDING OFFICIAL
SUPERVISOR ORG CHART





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Planning and Development

BUILDING OFFICIAL SUPERVISOR FUNCTIONS



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- PLMB/MECH Interpretations/Code Modifications
- PLMB/MECH Training
- PLMB/MECH Review QC
- PLMB/MECH TRT Doc



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- NEC Training
- Electrical Review QC
- NEC TRT Doc



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- Structural Training
- Structural Review QC
- Structural TRT Doc



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- Liaison with Fire Marshal
- Life safety Review TRT Doc
- Life Safety Interpretations/Code Modifications



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- Pre-app and Prelim Review, New Residential Subdivisions, New Multifamily developments designed to the IRC
- Standard plot plan, pool and photovoltaic review and permitting
- Liaison for City & SRP Fee Title Coordination
- Subdivision Committee - Tech Review



Amanda Leon
Team Leader - Team 5
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- Pre-app and Preliminary Review
- New Residential Subdivisions
- New Multi-family developments designed to the IRC (townhomes and duplexes)
- Residential Counter & Plan Review



Vacant
Planner III
SIGN SERVICES

- Wall/Ground Signs
- Billboards
- Comprehensive Sign Plans (CSPs)/Minor Amendments
- Downtown Sign Plans (MSP/DSP)

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PDD Contacts



Building Codes

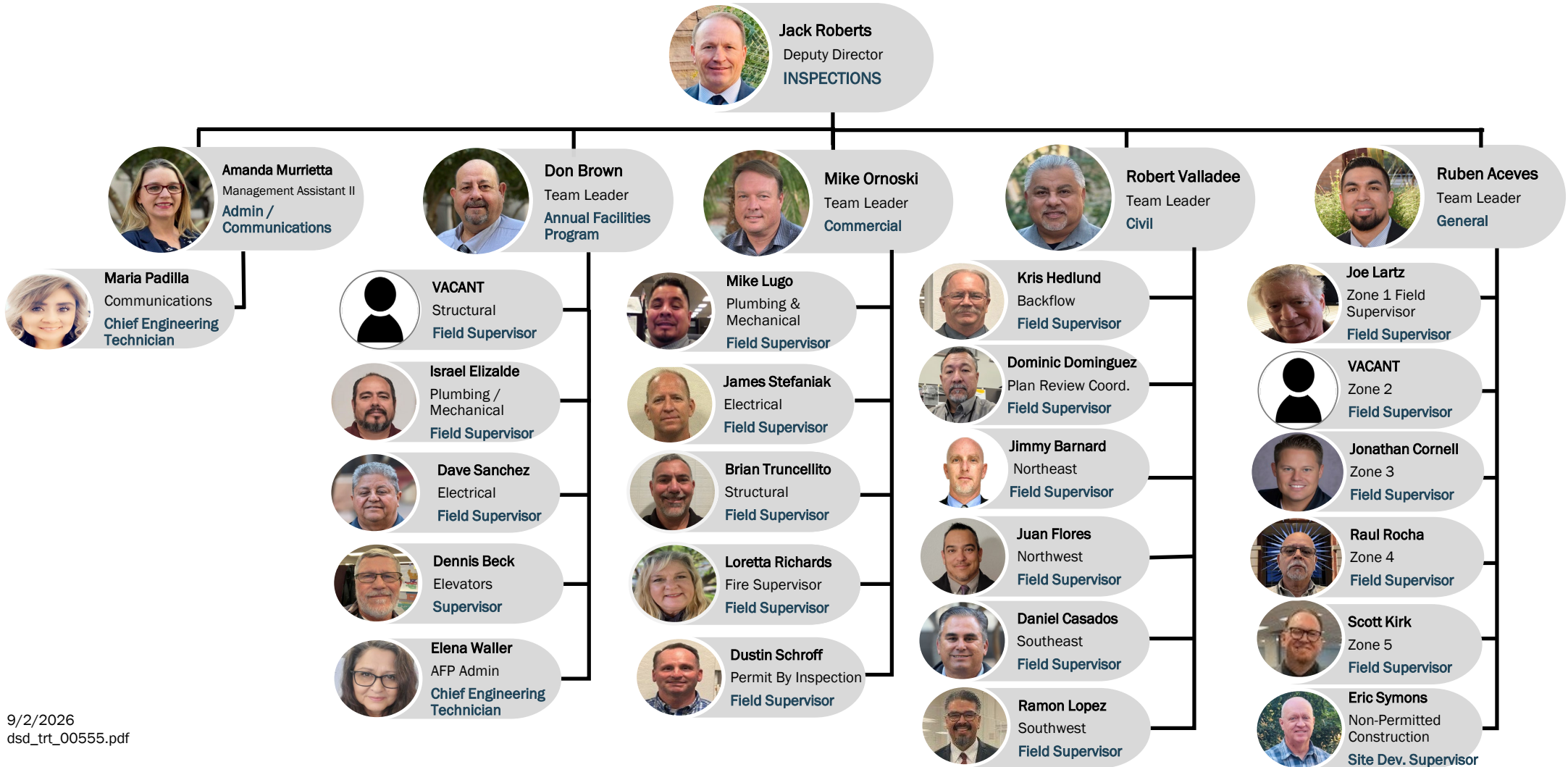


Residential

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QUESTIONS? Email: Building.official@phoenix.gov

INSPECTIONS
SUPERVISOR ORG CHART





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- Elevator Inspections and Plan Review
- Building Maintenance Registration
- Major Special Events



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- Commercial Team Lead
- Manage Commercial Inspection Disciplines within Multi-family, Industrial and Commercial Developments



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- Civil Team Lead
- Technical Reviews and Recommendations
- Development Projects - Technical Guidance on Design Standards Compliance, MAG, City Codes and Ordinance Requirements



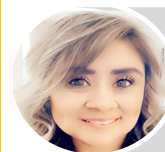
Ruben Aceves
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- Residential Inspections Lead
- Remote Video Inspections
- Non-Permitted Construction
- After-Hours Noise Complaints
- Customer Service Team



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- Administration Support Supvr
- Communications
- Fleet
- DAB Admin Subcommittee
- After-Hours Noise Complaints
- Budget Liaison



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- Communications
- Inspections
- Special Inspectors
- Radio Line
- Payments
- Journeyman



VACANT
Structural Field Supervisor
Annual Facilities Program

- AFP Inspections
- Structural Code consistency for AFP
- AFP Liaison for SHAPEPHX
- AFP Structural training



Israel Elizalde
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- AFP Inspections
- Plumbing/Mechanical (P/M) Code consistency for AFP
- Vehicle coordination - AFP
- AFP P/M training



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Planning and Development

INSPECTIONS DIVISION

SUPERVISOR FUNCTIONS



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- Electrical AFP Code consistency
- AFP Contract Inspections
- AFP Electrical training



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- Elevator & Escalator Inspections Field Supervisor
- Elevator Modernization Plan Reviews/Acceptance Tests
- Elevator Liaison for SHAPEPHX



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- AFP Registrations
- Building Maintenance Program Registrations
- Annual Facilities Program Counter



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- Plumbing/ Mechanical Field Inspectors Supervisors
- Commercial P&M Inspections - Multi-family, Industrial and Commercial Developments



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- Commercial Electrical Inspections - Multi-family, Industrial and Commercial Developments
- Streetlight Program



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- Technical Lead – Development Projects TCO
- Commercial Structural Inspections - Multi-family, Industrial, and Commercial Developments



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- Commercial Fire Inspections within Multi-family, Industrial and Commercial Developments



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- PBI Supervisor
- Commercial Plan Review & Inspections - Multi-Discipline/Combination
- Fire, Wind, Water Damage Permits
- Demolition Permits
- INSP & TIBU Permits



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Planning and Development

INSPECTIONS DIVISION

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- Cross Connection Control Investigation and Reports
- Site Surveys
- Backflow Prevention Assembly Test Report Database
- Water Services Department Liaison
- Northeast Civil/Site Inspections Field Supervisor
- Inspections, Plan Reviews, Field Revisions, As-built Reviews, Temporary Certificate of Occupancy (TCO) & Certificate of Occupancy (C of O)



Jimmy Barnard
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- Northwest Civil/Site Inspections Field Supervisor
- TSMC Project
- Inspections, Plan Reviews, Field Revisions, As-built Reviews, Temporary Certificate of Occupancy (TCO) & Certificate of Occupancy (C of O)



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- Southeast Civil/Site Inspections Field Supervisor
- Downtown Phoenix, Arcadia, and Ahwatukee
- Inspections, Plan Review, Field revisions, Temporary Certificate of Occupancy (TCO) & Full Occupancy



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- Southwest Civil/Site Inspections Field Supervisor
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- General Inspections Zone 1 Field Supervisor
- Residential Inspections
- Customer/Gen. Inspector Dissent Resolution



VACANT
Zone 2 Field Supervisor
General

- General Inspections Zone 2 Field Supervisor
- Residential Code Compliance
- Customer/Gen. Inspector Dissent Resolution
- Liaison for SHAPEPHX and Customer Portal



Jonathan Cornell
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- General Inspections Zone 3 Field Supervisor
- Daily Inspection Requests Routing/Assignment-Gen. Inspections Zone 3
- Customer/Gen. Inspector Dissent Resolution
- General Inspections Training



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Planning and Development **INSPECTIONS DIVISION** **SUPERVISOR FUNCTIONS**



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- Residential Inspection
- RPBI Field Plan Review Training
- Residential BCE/Inspector Training
- Customer Service/Permit Status Inquiries



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- Building Safety Coordinator
- Customer Service Coordinator
- Residential Electrical Liaison
- Residential Solar Liaison
- Residential Generator Liaison



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- Non-Permitted Construction Investigations
- Code Enforcement
- Construction, Permitting & Development Process Navigation
- Imminent Hazard Inspections
- Interdepartmental Investigations/ Inspections
- Court Citation Proceedings

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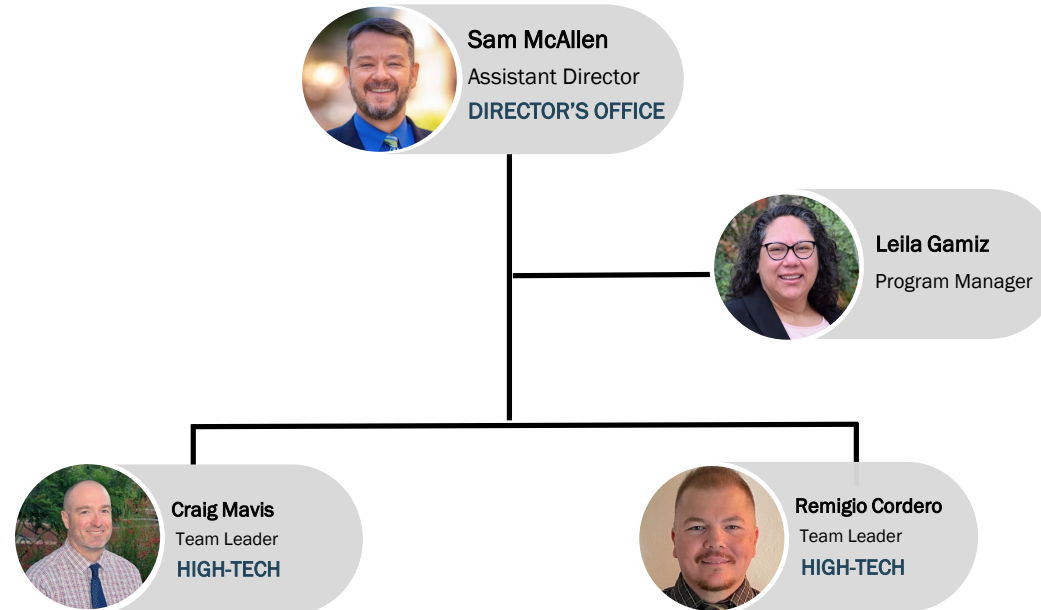
PDD Contacts



Inspections

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HIGH-TECH
SUPERVISOR ORG CHART





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Planning and Development

HIGH-TECH SUPERVISOR FUNCTIONS



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- TSMC plant and supplier sites
- TSMC and High-Tech permitting activities
- Multi-disciplinary development coordination



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- Pre-app & Preliminary Review
- TSMC plant and supplier sites
- TSMC and High-Tech permitting activities
- Multi-disciplinary development coordination

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