City of Phoenix
PLANNING & DEVELOPMENT DEPARTMENT

Planning & Development
Phone and Email Directory

Development Center Information Counter – 2nd Floor

- Triage the customer for appropriate service counter assistance
- Development Center tickets are issued from 8am-4pm.
- Customers in queue will be assisted through close of business 5pm.

Addressing Counter
Phone: 602-256-3127
Phone: 602-256-3129
Email: pdd.addressing.services@phoenix.gov
- Single parcel Site Address determination
- Commercial suite and multi-family unit assignment
- Landscape meter and electrical power pedestal address determination
- Accessory Dwelling Unit (ADU) Addressing
- Right-of-Way (ROW) Address assignments
- Site Address corrections for permits and to external Site Address databases (Assessor, USPS, etc.)
- Street name determination and changes

Civil Plan Review Counter
Phone: 602-534-6502
Email: pdd.civilreview@phoenix.gov
- General civil requirements – grading & drainage, storm water, paving, water and sewer
- Plat and Map of Dedication information and requirements

Civil Permits and Water Services Counter
Phone: 602-262-6551
Email: pdd.cws.permits@phoenix.gov
- Issue civil ROW permits (trenching, paving, G&D, concrete, landscape, sewer, water, monitoring wells, haul, fire lines, S-512, over-the-counter driveway
- Bonding and Insurance for construction in ROW
- Civil permit extensions
- Water and sewer information in ROW
- Water meter and sewer service installation information and sales; including Agreements and Repayment Information
- Fire Hydrant meters
- Fireline shutdowns

Commercial Services Counter
Phone: 602-534-6502
Email: pdd.commercial.building@phoenix.gov
Any building with 3 units or more under one roof
- Screen commercial and revision plan submittals
- Over-the-counter commercial permits
- Temporary construction, event power and on-site utility clearance inspection permits
- Demolition permits
- Consultations
- Backflow prevention permits (on site)
- Parking lot canopy permits
- Commercial fence and retaining wall permits
- Re-roofing permits
- On-site utility permits for water, sewer, gas and electrical
- Racking permit
- Commercial permit extensions – see Office of Customer Advocacy

Fire Plan Review Counter
Phone: 602-495-5091
Email: pdd.fireplanreview@phoenix.gov
- General Fire Code and fire related construction and consultation
- Site Fire and Construction Code compliance related to access and water supply requirements
- Fire Code appeal process information
- Fire Control Access permitting (Special Egress)
- Fire protection system installation consultation
- Fire access gates for permitting
- Temporary Emergency Access Permitting (Residential Subdivisions)

Payments and Submittals Counter
Phone: 602-534-5934
Fax: 602-534-5936
Email: payments.submittals@phoenix.gov
Cash, check, and all major credit cards accepted
- Payment and submittal of initial plan and correction reviews for commercial, residential, civil, site, fire prevention; including abandonment, appeals, code modifications, dedications, plats, pre-application and preliminary projects
- Correction plan pick up
- Payment and issuance of residential and commercial building, sign, and over-the-counter fire permits and zoning applications
- Project, plan review, and permit fee information
- Payments for Temporary Certificate of Occupancy and Conditional Utility Clearances

For more information or for a copy of this publication in an alternate format, contact Planning & Development at 602-262-7811 voice or TTY use 7-1-1.

Residential Express Counter
Phone: 602-261-8078
Email: plotplan.submittals@phoenix.gov
Over-the-counter permits
- Gas line repairs, replacement, or new installation
- Utility clearance
- Hot water heaters
- Minor HVAC, plumbing, replacements, relocates
- Minor electrical up to 200 AMP
- Full demolition permits. Partial demolition go to Residential
- Fence permits (after Site Planning approval)
- Group Home (after Zoning approval)
- Residential plot and pool plan submittals (off standard plans)
- Photovoltaic (PV) permits

Residential Services Counter
Phone: 602-261-8078
Email: residential.building@phoenix.gov
Any building with two units or less under one roof
- Screen custom, remodel, addition, conversion to living space (ex enclose carport to bedroom) accessory building plans (ex: carport, garage, shed, storage room for submittal)
- Mobile homes not within an established mobile home subdivision or park
- Residential fences over 3 feet
- Re-roofing permits
- Partial demolition permits
- Subdivision sales office
- Residential permit extensions and reinstatements
- Standard home plan submittals
  Email: residential.appointments@phoenix.gov
- Residential Single-Family house and pool submittals (off standard plans) **Email: plotplan.submittals@phoenix.gov**

Sign Services Counter
Phone: 602-495-0301
Email: pdd.signservices@phoenix.gov
- General sign information (permanent and temporary)
- Sign Permits (commercial and residential)
- Comprehensive Sign Plans
- Outdoor advertising / Billboards
- Sign Permit Records
- Sign Variances / Use Permit Applications
- Illegal sign complaints
- Political signs

Site Planning Counter
Phone: 602-495-0302
Email: pdd.siteplanning@phoenix.gov
Hillside Questions: pdd.hillside@phoenix.gov
- Commercial / residential site plan requirements per Zoning Ordinance i.e. setbacks, height, use
- Lot split or Combination information
- Abandonment of ROW and Easements
- Screen Pre-Application and Preliminary Site Plan submittals
- First time commercial / residential plan submittals (stamp plan for the okay to log-in)
- Single Family Design Review
- Landscape and Inventory / Salvage requirements
- Planned Community Development master plan information

Traffic Plan Review Counter
Phone: 602-534-6502
Email: pdd.trafficreview@phoenix.gov
- Dedication of Right-of-Way (ROW) and Easement Information
- General Traffic requirements
- Automatic Gates
- Parking requirements
- Driveway permits

Zoning Counter
Phone: 602-262-7131 (option 6)
Email: zoning@phoenix.gov
- File applications and/or appeals for: General Plan Amendment, Planned Unit Development, Rezoning, Rezoning Pre-Application, Planning Hearing Officer, Variances, Use Permits, Formal Determinations, and Informal Interpretations.
- Administrative Temporary Use Permits
- Alternative Dustproofing
- Auto Title Loan Establishments
- Charitable Drop Boxes
- Extensions of Premises/Patio Permit
- Group Home Registrations/Reasonable Accommodations
- Medical Marijuana Pre-Registration
- Review Applications for: Mobile vending, parking permits, liquor licenses, adult business, and temporary events.
- Tobacco Oriented Retailers
- Zoning and Zoning Adjustment Case Research
- Zoning Ordinance Standards Information
- Zoning Verification Letters

PDD Second Floor Services

Location of Minor Commercial, Residential, Site Planning, Zoning, Fire Prevention, Traffic, Civil, EPR, and Plan Review Administration teams

Plan Review Administration
Phone: 602-495-7462

Extended Hours Construction Permits
Phone: 602-534-5067
Email:
extended.construction.hours@phoenix.gov

PDD Third Floor Services

Location of Major Commercial, Long Range Planning, Historic Preservation, Property Records, PDD Records, IT/GIS, Finance and PDD Administration teams

Administration
Phone: 602-262-6656

Building Official Administration
Phone: 602-262-7408
Email: pdd.building.official@phoenix.gov
- Code Adoption & Local Amendments
- Code Interpretations
- Code Modifications
- PDD Representation at Development Advisory Board

Electronic Plan Review (EPR)
Phone: 602-534-5933
Email: epr.support@phoenix.gov
Website:
www.phoenix.gov/pdd/onlineservices/electronic-plan-review
- Assistance with the online plan review submittal process; including administrative and technical assistance with the ProjectDox program.

Finance Services
Phone: 602-495-0166
Email: pdd.financial.services@phoenix.gov
- Refund and Bond status
- Letter of Credit and Trust Account Information
- Fee Waiver Submittal
- AFP and Elevator Billing

Historic Preservation Counter
Phone: 602-261-8699
Email: historic@phoenix.gov
- Phoenix Historic Property Register
- Historic Preservation zoning
- Historic property research
- Historic Preservation grant programs
- Historic property demolition permits/30-day demolition holds
- Technical assistance for historic properties
- Over-the-counter Certificates of No Effect

Impact Fee Program
Phone: 602-495-7026

Information Technology Services
Help Desk
Phone: 602-534-4357

Long Range Planning – Village Planners
Phone: 602-534-3753

Ombudsman and Customer Advocacy (OCA)Team
Phone: 602-534-7344
Email: oca@phoenix.gov
Need help navigating the development process? Our team has the resources to help!
- Development assistance and case management
- Pre-project planning and research
- Customer advocates
- Construction, permitting and development process navigation
- Project status inquiries
- Small business concierge
- Adaptive Reuse Program including adaptive reuse fee Incentives.

Property Records
Phone: 602-262-6878
Email: property.records@phoenix.gov
- Track and update property information due to parcel changes (ex: sales and transfers, court orders, lot splits/combinations and plats)

Self-Certification Program
Phone: 602-495-0265
Website: www.phoenix.gov/pdd/self-certification-program
- Self-Certification program overview, eligibility including program and training registration

Short Term Rental Registry
Phone: 602-534-9723
E-mail: vacation.rental@phoenix.gov
Website: Short-Term Rental Registry | City of Phoenix
- Short-Term Rental program overview, submittal requirements, code updates

Records Counter
Phone: 602-262-7800
Fax: 602-495-7774
Email: pdd.records@phoenix.gov
- Obtain copies of city approved plans
- Historical building permit research. Permits from 1998 to current can be found at **www.phoenix.gov/PDD/Search/Permits**

- Certificate of Occupancy research
- Approved Site and Civil file management
- Retain residential, commercial, site and civil permitted plans
- Records retention and destruction
- Archive requests for Final Approved Site Plans
- Subpoena record request
- Change of Record for ownership or contractor on open/active permits

PDD Inspection Services – 438 W. Adams Street

Administration
- Location of Annual Facility Program, Approved Steel Fabricator Program, Backflow Prevention, Communications, Elevator, Commercial, Residential, and Inspection Administration teams

Communications
PDD Main Switchboard
Phone: 602-262-7811

Automated Inspection Request
Phone: 602-495-0800

Residential Code Phone
Phone: 602-262-7884

- Schedule inspections. Assist with online permits and login issues. Payments for TCO, After-hours, Re-inspection fees. Issue CofO and utility clearances for APS / SRP / SWG

Annual Facility Program (AFP)
Phone: 602-262-7501
- AFP program registration, project submittals, and permit issuance
- Building Maintenance Registration
- **Email: bmr@phoenix.gov**

Elevators
Phone: 602-262-5073
Email: elevator.inspections@phoenix.gov

Backflow Prevention
Phone: 602-534-2140
Email: backflow.prevention@phoenix.gov
- Information, test reports and requirements

Non-Permitted Construction / Citations
Phone: 602-262-7884
Email: pdd.inspections@phoenix.gov
- Non-permitted construction, Notice of Violations (NOV), Stop Work Orders, releases, and title inquires

Journeyman & Apprentice Licensing
Phone: 602-495-3668
Email: pdd.inspections@phoenix.gov