### Development Center – 2nd Floor

Development Center tickets are issued from 8am-4pm. Customers in queue will be assisted through close of business 5pm.

(Qmatic Number / Counter Name)

**A100**  **Information Counter**

602-534-5934 / 534-2626
- Triage the customer for appropriate service counter assistance

**B200**  **Fire Prevention Counter**

602-262-7811
- 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 protection system installation consultation
- Fire access gates for permitting

**C300**  **Sign Services Counter**

General Information 602-495-0301
Enforcement 602-495-0284
sign.complaint@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

**D400**  **Payments and Submittals Counter**

602-534-5934  Fax: 602-534-5936
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

**F600**  **Site Development Counter**

Civil & Traffic Review 602-262-7811
- General Civil requirements – grading & drainage, storm water, paving, water and sewer
- Plat and Map of Dedication information and requirements
- Dedication of Right-of-Way (ROW) and Easement Information
- General Traffic requirements
- Automatic Gates
- Parking requirements

**E500**  **Commercial Services Counter**

602-262-7811
*Any building with 3 units or more under one roof*
- Screen commercial and revision plan submittals
- Over-the-counter commercial permits
- Temporary construction and event power permits
- Demolition permits
- Consultations
- Backflow prevention permits (on site)
- Elevator permits
- Parking lot canopy permits
- Commercial fence and retaining wall permits
- Re-roofing permits
- On-site utility permits for water, sewer, gas and electrical
- Utility clearance inspection permits
- Racking permit

**H800**  **Civil Permits, Water Services, and Addressing Counter**

602-262-6551  Fax: 602-534-2642
- Commercial permit extensions – see Office of Customer Advocacy
- 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
- Onsite plumbing permits (subdivision landscape only)
- Address, suite, and unit assignment and address corrections

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.
- Landscape meter and power pedestal addressing
- Street name determination and changes
- Property Ownership Corrections
- Legal Description Determination

J900  Residential Services Counter
Residential Code Phone 602-262-7884
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
  residential.appointments@phoenix.gov
- Residential Single Family house and pool submittals (off standard plans)
  plotplan.submittals@phoenix.gov

J1000  Records Counter – 3rd Flr
602-262-7800  Fax: 602-495-7774
dsd.records@phoenix.gov
- Obtain copies of city approved plans
- Historical building permit research (Permits from 1998 to current can be found at: phoenix.gov/PDD/Search/Permits)
- Certificate of Occupancy research
- Retain residential, commercial, site and civil permitted plans
- Approved Site and Civil file management
- 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

K1100  Residential Express Counter
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

L1200  Zoning Counter
602-262-7131 (option 6)
- File applications for: Rezoning, Variances, Use Permits, Formal Determinations and Informal Interpretations
- Zoning and Zoning Adjustment Case History
- Zoning Ordinance Standards Information
- Written verification of property zoning and allowed uses
- Temporary Use Permits
- Approve Alternative Dustproofing
- Group Home Processing
- Review Applications for: Mobile vending, parking permits, liquor licenses, adult business, temporary events

M000  Maricopa County Services Counter
Air Quality 602-506-6010
Environmental Services 602-506-6824
- Air quality permits
- Commercial swimming pool permits
- Septic system permits
- Food permits

N000  Historic Preservation Counter – 3rd Flr
602-261-8699
Counter Hours 12:30-4:00
- Phoenix Historic Property Register
- Historic Preservation zoning
- Historic property research
- Historic Preservation Bond Fund grant programs
- Technical assistance for historic properties
- Over-the-counter Certificates of No Effect
- Pre-application meetings/hearings for projects requiring Certificates of Appropriateness

P1300  Site Planning Counter
602-261-8699
- 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, Inventory / Salvage, and Hillside requirements
- Planned Community Development master plan information
City of Phoenix Planning & Development Department
Planning and Development Directory – Page 3 of 3

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 602-534-7462
Office of Customer Advocacy 602-534-7344
Development assistance and case management for business customers new to the land development and building permit processes. Including renovation of an existing building for new building purposes, such as conversion of residences into commercial use.
- Commercial permit extensions
- Parklet Program

Adaptive Reuse Program 602-534-7344
Development guidance, streamlined process, reduced timeframes, and cost saving to customers looking to adapt older building for new business uses.
- Adaptive Reuse Fee Incentives

Electronic Plan Review (EPR) 602-534-5933
epr.support@phoenix.gov
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.

Extended hours construction permits 602-534-5067
extended.construction.hours@phoenix.gov

Steel Fabricator Information 602-534-5482

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

Building Official 602-495-0821
Planning & Development Administration 602-262-6656
Long Range Planning – Village Planners 602-495-2076
Impact Fee Program 602-495-7026
Self-Certification Program 602-495-0265
www.phoenix.gov/pdd/self-certification-program
Self-Certification program overview, eligibility including program and training registration
Property Records 602-262-6878
property.records@phoenix.gov
Track and update property information due to parcel changes (ex: sales and transfers, court orders, city ordinances, lot splits/combinations and plats)
PDD Finance Services 602-495-0166
pdd.financial.services@phoenix.gov
- Refund and Bond status
- Letter of Credit and Trust Account Information
- Fee Waiver Submittal
- AFP and Elevator Billing
PDD IT Services Help Desk 602-534-4357

PDD Inspection Services
438 W Adams St
Location of Annual Facility Program, Backflow Prevention, Communications, Elevator, Commercial, Residential, and Inspection Administration teams

Inspection Administration 602-534-7642
Communications
Main Switchboard 602-262-7811
Automated Inspection Request 602-495-0800
Residential Code Phone 602-262-7884
- Schedule inspections. Assist with online permits and login issues. Payments for TCO, After-hours, Re-inspection fees. Issue CoO and utility clearances for APS / SRP / SWG

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

Elevators 602-262-7853
elevator.inspections@phoenix.gov

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

Non-Permitted Construction / Citations 602-534-7642 pdd.inspections@phoenix.gov
- Non-permitted construction, Notice of Violations (NOV), Stop Work Orders, releases, and title inquires

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