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.

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, Water Services, and Addressing Counter
Phone: 602-262-6551
Fax: 602-534-2642
Email: 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
- Onsite plumbing permits (subdivision landscape only)
- Address, suite, and unit assignment and address corrections
- Landscape meter and power pedestal addressing
- Street name determination and changes
- Property Ownership Corrections
- Legal Description Determination

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

Residential Express Counter
Phone: 602-261-8078
Email: plotplan.submittals@phoenix.gov
- Over-the-counter permits

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.
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Contact Information</th>
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| **Residential Services Counter** | **Phone:** 602-261-8078  
**Email:** [residential.building@phoenix.gov](mailto: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  |
| **Site Planning Counter** | **Phone:** 602-495-0302  
**Email:** [pdd.siteplanning@phoenix.gov](mailto:pdd.siteplanning@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, Inventory / Salvage, and Hillside requirements  
Planned Community Development master plan information  |
| **Traffic Plan Review Counter** | **Phone:** 602-534-6502  
**Email:** [pdd.trafficreview@phoenix.gov](mailto:pdd.trafficreview@phoenix.gov) |
| Dedication of Right-of-Way (ROW) and Easement Information  
General Traffic requirements  
Automatic Gates  
Parking requirements  
Driveway permits  |
| **Sign Services Counter** | **Phone:** 602-495-0301  
**Email:** [pdd.signservices@phoenix.gov](mailto: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  |
| **Zoning Counter** | **Phone:** 602-262-7131 (option 6)  
**Email:** [zoning@phoenix.gov](mailto: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  |
| **Traffic Plan Review Counter** | **Phone:** 602-534-6502  
**Email:** [pdd.trafficreview@phoenix.gov](mailto:pdd.trafficreview@phoenix.gov) |
| Dedication of Right-of-Way (ROW) and Easement Information  
General Traffic requirements  
Automatic Gates  
Parking requirements  
Driveway permits  |
| **PDD Second Floor Services** | **Phone:** 602-495-7462  
**Email:** [extended.construction.hours@phoenix.gov](mailto:extended.construction.hours@phoenix.gov) |
| 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  
**Email:** [extended.construction.hours@phoenix.gov](mailto:extended.construction.hours@phoenix.gov) |
| **Extended Hours Construction Permits** | **Phone:** 602-534-5067  
**Email:** [extended.construction.hours@phoenix.gov](mailto: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
  • Steel Fabricator Applications
  • Code Modifications

Electronic Plan Review (EPR)
Phone: 602-534-5933
Email: epr.support@phoenix.gov
Website: www.phoenix.gov/pdd/onlineservices/elecronic-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

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

Office of Customer Advocacy
Phone: 602-534-7344
Email: pdd.officeofcustomeradvocacy@phoenix.gov
  • Commercial permit extensions
  • Parklet Program
  • Adaptive Reuse Program
    o Development guidance, streamlined process, reduced timeframes, and cost saving to customers looking to adapt older building for new business uses.
    • 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

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

Administration - 438 W Adams St
Location of Annual Facility 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: 602-262-7853
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 inquiries

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