Express Counter Log-In Program
Commercial Building Services and Site Development Counters

Purpose:

In response to improving customer service an express "by appointment" Log-In program has been developed for Minor Commercial projects. The Express Counter Log-In Program offers owners, developers, and contractors (permit applicant) the ability to schedule an appointment to complete construction plan log in instead of taking a number and having to wait in line to be served. This program will streamline the submittal process and guarantee service at a specific time, thus providing applicants predictability and convenience of service.

Qualifications:

Projects eligible for the Express Counter Log-In Program include:

- Projects that have completed at least one site review with the Minor Commercial Team and the Site Planner has indicated on the review comments that construction plans can be logged in.
- Projects involving minor amendments to an existing approved site plan with written approval by the Minor Commercial Team Leader or Minor Commercial review staff.
- Tenant improvements or remodels that require building plan review that have no site, traffic or civil concerns (may or may not need a tenant list for traffic review).

Procedure:

How the process works:

- If the project has completed at least one site review, then the applicant or professional must contact the Site Planner assigned to the project to let them know that they are interested in using the Express Counter Log-In Program. The Site Planner will work with the Secretary to arrange the time of the meeting with a Site Planner and Building Code Examiner.
- Projects involving minor amendments to an existing approved Site Plan should obtain written approval from the Minor Commercial Team Leader or Minor Commercial review staff by letter, pink slip, fax or e-mail as to which Site Planner to contact to communicate the desire to use the Express Counter Log-In Program. When the applicant would like an appointment arranged, they will contact the Site Planner identified in the earlier correspondence to request a meeting. The Site Planner will work with the Secretary to arrange the time of the meeting with a Site Planner and Building Code Examiner.

This publication can be made available in alternate formats (Braille, large print, computer diskette, or audiotape) upon request. Contact Planning & Development at (602) 262-7811 voice or (602) 534-5500 TTY.

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- Tenant improvements or remodels that require building plan review should first confirm with Site Development Counter staff that no outstanding site, traffic or civil concerns need to be resolved. Applicant must have confirmation in writing from the Minor Commercial Team Leader or a P&D Site Planner that the construction plans can be logged in through the Express Counter Log-In Program. It may be necessary for the applicant to provide additional items needed at log in such as an updated tenant list for pending review. When the customer would like an appointment arranged, they will contact the Site Planner identified in the earlier correspondence to request a meeting. The Site Planner will work with the Secretary to arrange the time of the meeting with a Site Planner and Building Code Examiner.

- Meetings are to expedite the log-in process, not to complete or expedite the plan review.

Submittal Requirements:

1. Two complete building construction sets along with a Commercial Permit / Plan Review Application with the applicant information filled out.

2. If a tenant list is required with the construction set, it must be provided at the time of the appointment.

3. Once plans have been screened and approved to log in, applicant will need to proceed to Payments and Submittals Counter to pay for the review and to complete log in procedure.

Note: Projects may be completed through the Express Counter Log-in Program if the application and plans are complete, accurate and sufficient for approval or ok to log in and there are no other outstanding issues related to the project. Approval to log in does not guarantee that staff will not identify additional submittal and code requirements during the review process that must be met. It is possible to begin building set review concurrent with site plan review but it is the responsibility of the property owner or project manager to ensure that a building set ready for permitting contains an approved, stamped final site plan and/or elevations and detail sheets.

Questions: General questions regarding the Express Counter Log-In Program should be directed to Janet Reed at (602) 534-7365 or Ken Alexander at (602) 256-3572.