



Counter 1: Check-In / Information

534-5932 / 534-2626

- Pre-submittal assistance, counseling and consulting
- Create and update forms and checklists
- Answer project status questions
- Facilitate solutions for customer problems
- Update professionals screen

Counter 2: Plan Pick-Up

- Plan pick up for construction plans needing corrections and approved civil plans

Counter 3: Sign Services

495-0284 / Enforcement 495-0301

- Banners / Special Event / Grand Opening Permits
- General sign information
- Sign Permits – Commercial and Residential
- Comprehensive sign packages
- Outdoor advertising / Billboards
- Sign Permit Records
- Sign Variances / Use Permit Application
- Political signs
- Complaints of illegal signs

Counter 4: Payments and Submittals

534-5934

- Fee collection for DSD Permits- cash, check, and all major credit cards accepted
- Fee Schedule
- Payments for Conditional/ Temporary C of O and Conditional Utilities Clearance
- Refund Requests Submittals
- Abandonment and Civil appeals and submittals
- Commercial building plan submittal
- Commercial redlines (re-submittal)
- Dedication and Plat submittal
- Fee Waivers
- Pre-App and Preliminary plan submittals
- Site log-in

Counter 5: Commercial Building Services

495-0302

- Any building with three units or more under one roof
- Commercial Plan submittals
- Commercial over the counter permits
- Revisions to existing permits / plans
- 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

Counter 6: Site Development

495-0302

- Commercial Site Plan (zoning ordinance) requirements (i.e.: setbacks / height / use)
- General Civil requirements
- General Landscape requirements
- Abandonment and Dedication for Right of Way and Easements
- Lot split or Combination information
- Automatic Gates
- Parking requirements
- Plats
- Screen Pre-App submittals for buildings less than 10,000 square feet
- First time commercial plan submittals (Stamp plan for the Okay to log-in)
- Single Family Design Review

Counter 7: Addressing Services

256-3127 / 256-3129

- Address look up
- Assignment of new addresses
- Address correction
- Landscape meter addressing
- Power pedestal addressing
- Street name determination and changes
- Suite or unit number assignments
- Condominium development

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

Counter 8: Civil Permits / Water Services

262-6551

- Location of water & sewer in ROW
- Bonding and Insurance for construction in rights-of-way (ROW)
- Fire Hydrant meters / Fire line shutdowns
- Right of way permits (trenching, paving, G&D, concrete, landscape, sewer, water, monitoring wells, haul permits, fire lines, backflow preventers, S-512's & S-511's)
- Onsite plumbing permits (subdivision landscape only)
- Water meters
- Water / Sewer info and Agreements
- Septic tank issues
- Permit Extensions (civil only)
- Over the counter driveway permits

Counter 9: Residential Services

Plan Status 534-6499 / Code Phone 262-7884

- Any building with two units or less under one roof
- Remodel and Addition submittal
- Custom and Standard home submittal
- Over the counter permits for demolition, fire damage, fence, hot water heater, mobile home, minor gas line, electrical service up to 200amp, group home 1-5 & 6-10, minor HVAC repairs, and minor plumbing repairs (replace or relocate)
- Residential fences over 3 feet and retaining walls
- Minor accessory buildings – carport, garage, shed, and storage, etc.
- Minor remodels, repairs and alterations
- Moved structures
- Re-roofing
- Subdivision sales office
- Residential permit extensions and reinstatements

Counter 10: DSD Records

262-7800

- Obtain copies of plans (w/ consent of architect or original general contractor)
- Building permit research (current & historical)
- Obtain copies of plot plans
- Certificate of Occupancy research and pick up
- Retain residential, commercial, site and civil permitted plans
- Site and Civil file management
- Records retention and destruction
- Archive requests
- Subpoena record request (record must have copy rights)

Counter 11: Appointments / Consultations

- Appointments and consultations
- Residential Services overflow

Annual Facility Program (AFP)

262-7501

- Annual Facility Permits

Communications

262-7811 / AIRS 495-0800

- Main switchboard
- Automated Inspection Request (AIRS)

Office of Customer Advocacy: 1st Floor

534-7344

- Adaptive Reuse project case management
- Development assistance for existing commercial and historic buildings, conversion of residential structures to office use and strip mall revitalization
- Commercial permit extensions and reinstatements

3rd Floor Functions

- Major commercial plan review
- Extended hours construction permits
- Planned Community Development master plan submittals, revisions and information
- Director and Assistant Director offices
- Customer Service Advocate

Landscape Section: 3rd Floor

- Landscape, inventory and salvage plans
- Hillside review

Fire: 10th Floor

495-0481

- Fire Code appeal process information
- Fire protection system installation consultation
- General fire code and fire related construction and consultation
- Fire over the counter permits / payments
- On site fire line review
- Fire access gates for permitting
- Site plan review for fire and construction code compliance related to access and water supply requirements

Planning and Zoning: 6th Floor

262-7131

- Rezoning (Pre-Apps)
- Tent Permits / Use Permits
- Variances
- Zoning Case History
- Zoning Information
- Mobile vendor / Parking permits