

# Planning

## Mission Statement

"Planning with People for a Better Phoenix" - To guide the preservation, development, and growth of the city, in a diverse and inclusive manner whereby the goal is to constantly improve the quality of life in Phoenix.

## Key Services

Implementation of General Plan; administration and updating Zoning Ordinance; processing rezoning requests; support Planning Commission, Board of Adjustment, and village planning committees; develop area and neighborhood plans.

### Customers Assisted Timely

Target: 90%

YTD Percent: 94%

**Goal:**

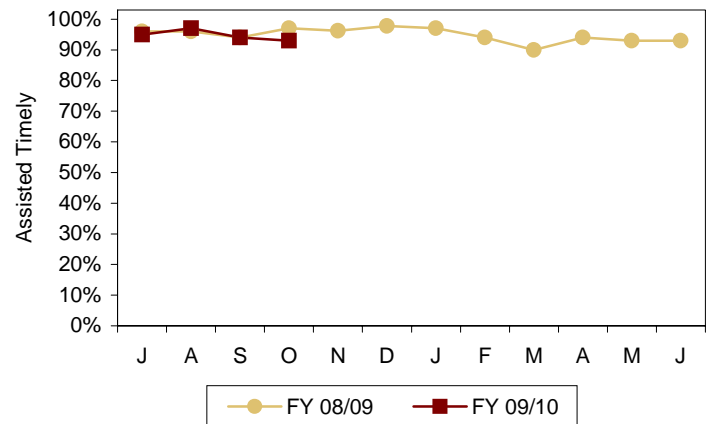
Ensure customers at zoning counter are assisted in a timely manner

**Target:**

90% assisted within 15 minutes

**Significance:**

The Zoning Counter is often the first interaction customers have with the Planning Department. The timeliness of this experience is critical as it sets the stage for future interaction between the Planning Department and its customers.



### Information Available Timely

Target: 90%

YTD Percent: 100%

**Goal:**

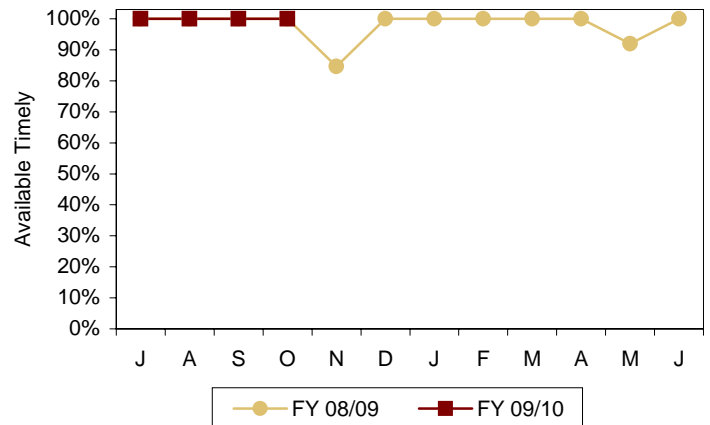
Ensure Board, commissions and committee packets are available in a timely manner prior to meetings

**Target:**

90% available 7 days prior to the meeting

**Significance:**

Providing packets in advance gives these groups ample opportunity to review the materials and make informed decisions at their meetings. Ensuring materials are available 7 days prior to meetings also facilitates public involvement in the process.



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## Zoning Meetings Scheduled Timely

**Target: 90%**

**YTD Percent: 100%**

**Goal:**

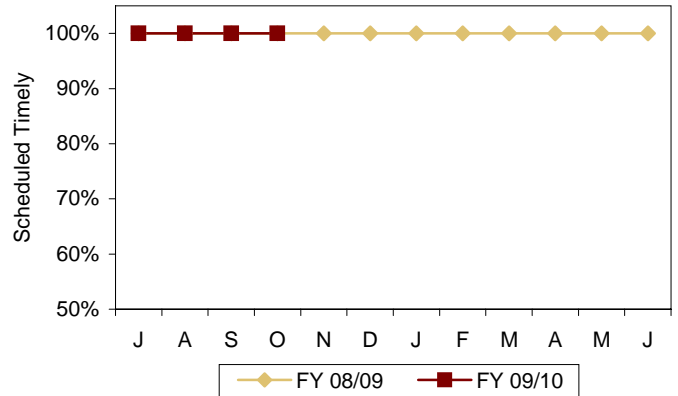
Ensure zoning pre-application meetings are scheduled in a timely manner

**Target:**

90% scheduled within 20 working days of request

**Significance:**

This target is critical, as applicants cannot formally submit their rezoning applications until a pre-application is held. A delay in scheduling the pre-application meeting impacts the entire rezoning process.



## Zoning Letters Completed Timely

**Target: 90%**

**YTD Percent: 95%**

**Goal:**

Ensure zoning verification letters are completed in a timely manner

**Target:**

90% completed within 15 working days

**Significance:**

The 15 working day completion target for zoning verification letters is critical to the successful conclusion of real estate transactions, especially for out-of-state entities.

