Planning and Development Department

Mission Statement

Planning, Development & Preservation for a better Phoenix

Key Services

Design review, permitting, inspections, implement and update general plan, administer zoning ordinance, process rezoning requests, Historic Preservation and bond programs.

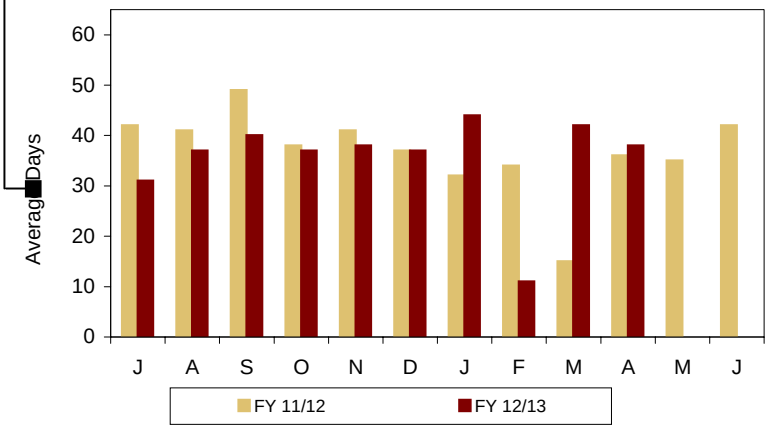
Major Commercial Building Plans

Target: 45 days | **YTD Average: 36**

Goal:
Meet plan review turnaround times - major commercial

Target:
45 days for 1st review

Significance:
Indicates efficiency of plan review process and customer service.



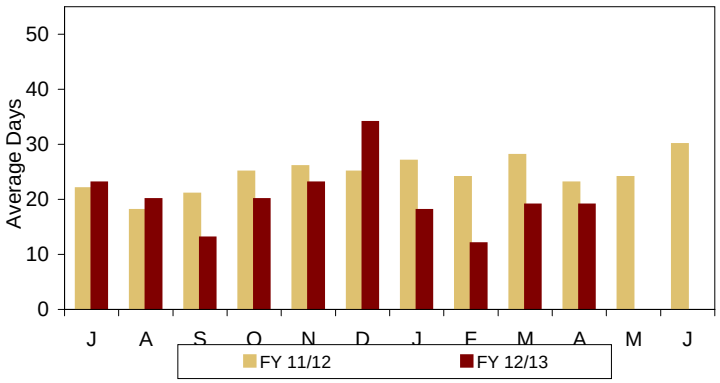
Residential Building Plans

Target: 30 days | **YTD Average: 20**

Goal:
Meet plan review turnaround times - residential

Target:
30 Days for 1st review

Significance:
Indicates efficiency of plan review process and customer service.



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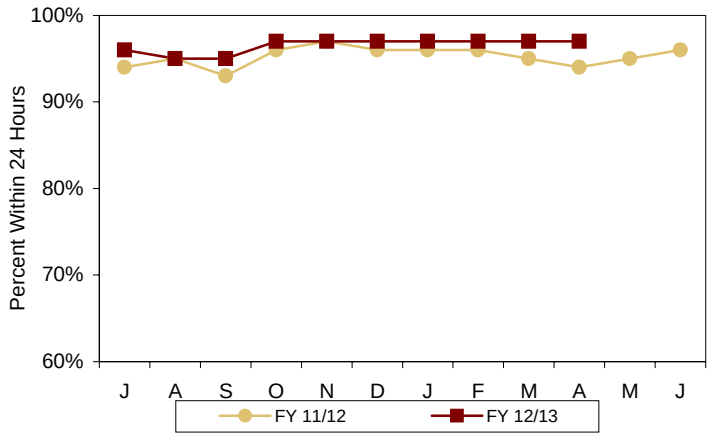
On Time Commercial Inspections

Target: 90% | **YTD Average: 97%**

Goal:
Minimize commercial inspection carryovers by completing inspections within target

Target:
90% conducted within 24 hours

Significance:
Indicates efficiency of inspection process and customer service.



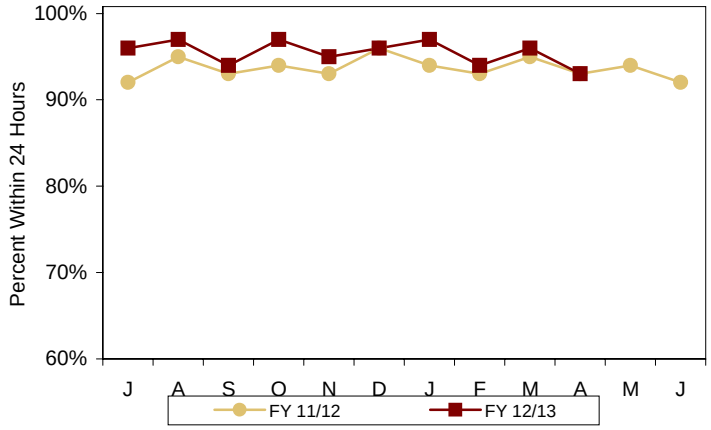
On Time Residential Inspections

Target: 90% | **YTD Average: 96%**

Goal:
Minimize residential inspection carryovers by completing inpsections within target

Target:
90% conducted within 24 hours

Significance:
Indicates efficiency of inspection process and customer service.



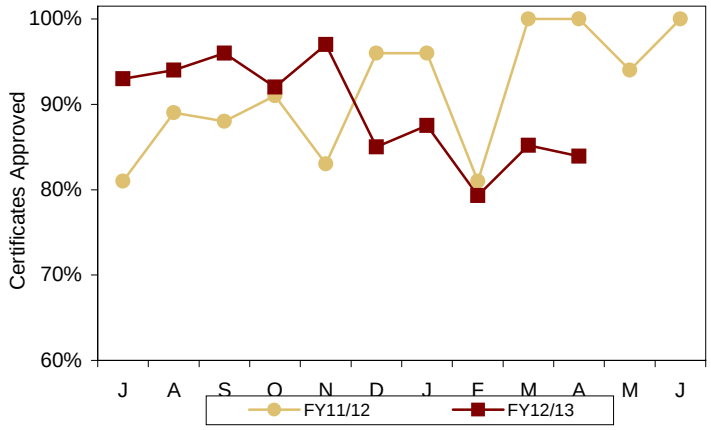
Certificates of No Effect Approved

Target: 80% | **YTD Percent: 89%**

Goal:
To improve customer satisfaction by expediting Design Review through increased use of Certificates of No Effect

Target:
80% of all approved should be Certificates of No Effect

Significance:
Expedited review uses staff resources more efficiently, shortens the development review process for customers and allows them to begin work on their construction projects more quickly.



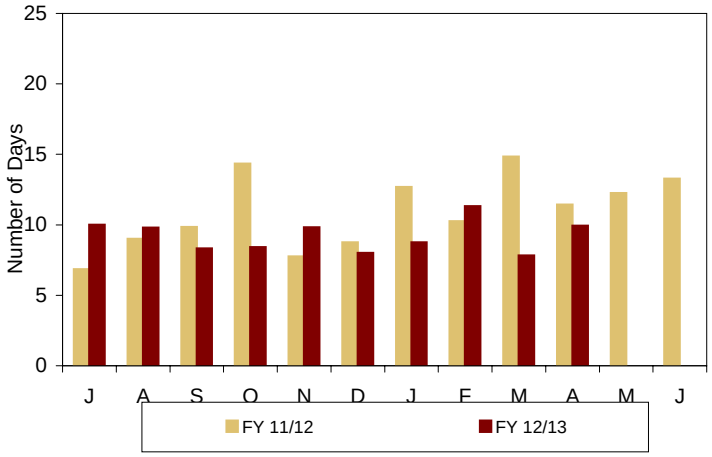
Zoning Meetings Scheduled

Target: 20 days	Number of days 9.2

Goal:
Ensuring zoning pre-application meetings are scheduled in a timely manner

Target:
Meetings Scheduled within 20 days

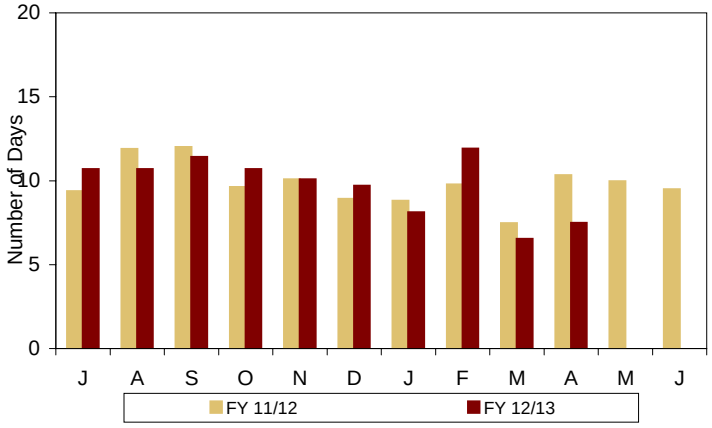
Significance:
This target is critical, as applicants cannot formally submit their rezoning applications until a pre-application is held. A delay in scheduling the pre-application meeting impacts the entire rezoning process.



Zoning Letters Completed

Target: 15 days	Number of days 9.7

Goal:
Ensure zoning verification letters are completed in a timely manner

Target:
Letters completed within 15 days

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