



The City of Phoenix Development Center, located at 200 W Washington Street, 2nd Floor, is open Monday through Friday from 8 a.m. to 5 p.m., excluding major holidays.

Customers can make daily appointments for time slots up to 30 minutes with staff for the service counters in the Development Center. Appointments free customers from the wait times and scheduling uncertainty of the old ticket-based system and ensure that the staff you need will be ready and available when you need them. Appointments also help us manage staffing levels so we can allocate staff to meet changing demands. Appointments are free, can be made online from your phone or computer, and often are available the same day. Walk-in visits also are welcome, and we've provided some guidance in this document if you're interested in this option.

The following recommendations and guidelines will assist customers to plan and prepare for their Development Center visits.

Appointments

1. Customers are strongly encouraged to schedule an appointment to make their visit to the Development Center as quick and efficient as possible.
2. Appointments may be self-scheduled online at <https://www.phoenix.gov/pddsit/Pages/Planning-and-Development-Online-Appointment-Scheduling.aspx>.
3. Appointments are available Monday-Friday, excluding major holidays, up to two weeks from the current date.
4. Available appointments can be scheduled as close as 15 minutes before the appointment time, though if you are looking for a specific time you are encouraged to check availability at least 48 hours before your desired appointment time.
5. First appointments of the day are available at 8:30 a.m. Last appointments of the day are at 4 p.m. The Development Center opens at 8 a.m. and closes at 5 p.m. For security purposes, customers must exit the Development Center by 5 p.m.
6. A maximum of three appointments can be scheduled at a time. Whenever possible, appointments should be scheduled at different counters if you know you'll need to visit multiple counters in the same visit. First-time customers and customers that need to visit multiple counters are encouraged to book their first appointment no later than 2 p.m.
7. Customers should plan to arrive at City Hall approximately 15 minutes before the start of the appointment in order to get through security screening and up to the Development Center. Early arrivals may be required to wait in the lobby until the appointment time. Late arrivals may be canceled or put into a holding queue until the next available vacant appointment slot.
8. Customers may bring one to two plans for review per appointment. Appointments are between 15 and 30 minutes depending on the counter, which is not long enough to review multiple plans.

9. You can make changes to appointments as needed by using the link in the confirmation e-mail. Repeated failure to show up for appointments may result in a loss of future scheduling privileges.

Transfers

1. Customers may be transferred between counters no earlier than 8:30 am and no later than 4 p.m., except that transfers to Payments & Submittals for payment or plan log-in may occur after 4 p.m.
2. Customers with scheduled appointments will be prioritized over customers who are transferred from another counter.
3. Transfers might not be called if there is less than 15 minutes to the next scheduled appointment. Transfers may have to wait until staff are available and might have to reschedule to the next available appointment.

Walk-Ins

1. Walk-ins are welcome. But before you travel to the Development Center for a walk-in visit, we strongly recommend you check the online appointment portal at <https://www.phoenix.gov/pddsit/Pages/Planning-and-Development-Online-Appointment-Scheduling.aspx> on your phone or computer. In many instances, you can find an open appointment around the time you wish to visit, which means the staff you need will be ready and waiting when you arrive.
2. Walk-in customers will first be directed to make an appointment with the appropriate counter; staff at the Check-In Desk can assist in making the appointment when you arrive at City Hall. Available appointments can be scheduled as close as 15 minutes before the appointment time.
3. If the desired appointment is not available that day, the customer will be directed to return to the Development Center on the day of their appointment.
4. Exceptions may be considered on a case-by-case basis.
5. Customers with scheduled appointments will be prioritized over walk-in customers.
6. Walk-in customers might not be called if there is less than 15 minutes to the next scheduled appointment. Walk-ins may have to wait until staff are available and might have to reschedule to the next available appointment.