DIRECTOR'S MESSAGE

The Maricopa County Planning and Development Department provides a wide range of services for unincorporated Maricopa County including land use planning and entitlement, building permit review and inspection, and code compliance.

Three strategic initiatives shape the way we provide these services to the community: provide excellent customer service; reduce permit turnaround times; and eliminate unnecessary regulations.

This past year, our ability to serve the public was tested by the COVID-19 pandemic. Our customer lobby closed to the public on March 26 and a virtual counter was established in its place that allowed business to continue with minimal disruption, fast and consistent turnaround times, and prompt building inspections.

Improvements that we made to the online permitting experience at the end of 2019 made this quick transition to a virtual counter possible. We will continue to innovate and make improvements to our processes to ensure we always provide the high-level of customer service the community has come to expect from us.

PROVIDING EXCELLENT CUSTOMER SERVICE

Data from Maricopa County Planning and Development Department shows some encouraging signs for the nation's fastest-growing county. Building permit submissions are up substantially year-over-year, despite the COVID-19 pandemic.

Development Services staff assisted 11,752 walk-in customers and received over 48,650 phone calls.

The department also responded to 17,037 customer questions via email and received almost 1,600 public records requests.
Total valuation of permits issued: **$883.4M**

- FY19: **2293**
- FY20: **2655**

Residential solar permits **increased by 13.6%** from FY19 to FY20:

- FY19: **2293**
- FY20: **2655**

2,039 new home permits were issued in FY20.

Code Complaints **decreased by 18.7%** from FY19 to FY20:

- FY19: **2425**
- FY20: **2043**
INSPECTIONS

The number of inspections increased 9.5% from FY19 to FY20.

<table>
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<tr>
<th>FY19</th>
<th>FY20</th>
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<td>67,366</td>
<td>73,772</td>
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Of those inspections, 99.53% were completed the same day as scheduled.

To safely serve our customers, during the COVID-19 pandemic and beyond, virtual inspections will be available for certain permits in FY2021.

Virtual inspections not only save time and money, they also allow customers to schedule a specific inspection time.

For more information, visit maricopa.gov/planning

PLANNING AND ZONING

Maricopa County’s long-term land use vision is outlined in the County’s Comprehensive Plan and 13 area specific plans, including the New River Area Plan which was last updated in 1999.

Significant changes in the New River area necessitated a revision of the plan. The Daisy Mountain / New River Area Plan Update was adopted by the Board of Supervisors in November 2019.

560 planning and zoning cases were submitted in FY20.
STREAMLINING THE PERMIT PROCESS

Improvements to the online permitting experience made prior to the COVID-19 pandemic have enabled more individuals and businesses to apply for permits on their schedule, at their convenience.

PERMIT VIEWER

The online permit viewer tool visualizes Planning and Development data on an attractive, easy-to-use map.

It allows users to access permit and code compliance information from a computer or mobile device 24-hours a day, 365 days a year.

For more information, visit gis.maricopa.gov/permits/

FY20 Permit Viewer Analytics

5,859 users

3,929 searches
ELIMINATING UNNECESSARY REGULATIONS, PROCESSES & PROCEDURES

The Planning and Development Department is committed to ensuring the planning and permitting process is quick and easy. One of the Department’s strategic goals is to streamline procedures and eliminate regulations that are not needed to protect public safety.

In FY20, the Planning and Development Department ...

- Initiated 5 text amendments to the zoning ordinance, including a proposal to eliminate the redundant Land Use permit.
- Revised 5 Department Directives to remove unnecessary regulatory roadblocks to obtaining a permit including removing a requirement that prohibited separate electrical service to a shared well.
- Automated the utility clearance process which reduces turnaround times and saves 240 staff hours annually.
- Created an online option for Compliance for Final permits which reduced turnaround times from 7-10 days to 1 day.
- Partnered with the Maricopa County Environmental Services Department to consolidate stormwater permit review. The new process allows customers to submit construction plans to only one department and helps them understand the permit requirements early in the process. Previously, customers were often notified of the need for a stormwater permit after their building permit was issued, which resulted in delays to their project schedule.

FISCAL RESPONSIBILITY

Despite an 8% increase in submitted permits operating expenditures only increased 1.26% from FY19 to FY20

<table>
<thead>
<tr>
<th>FY19</th>
<th>FY20</th>
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<tr>
<td>$9.52M</td>
<td>$9.64M</td>
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Maricopa County Planning and Development FY20 Annual Report
Mission Statement
The mission of the Planning and Development Department is to guide development by providing an exceptional customer experience through planning and permitting services delivered in a responsive, resourceful, and results-oriented manner.

Vision Statement
The vision of the Planning and Development Department is to safeguard our community and shape a more livable future.