Planning Submittals Frequently Asked Questions (FAQ's)

Q: **How do I submit a Preliminary Plat (Pre-plat) application?**

A: **Pre-plats** must be approved by the Planning and Zoning Board and should be submitted as a *Planning and Zoning* Planning Application Type.
Subdivision Technical Review and **Final Plat** submittals should be submitted as *Subdivision* Planning Application Type.

Q: **How do I check the status of a Planning application filed prior to June 12, 2017?**

A: The status of Planning applications filed prior to DIMES going live can be found by going to https://buildingandcode.mesaaz.gov/tm_bin/tmw_cmd.pl?tmw_cmd=StatusQueryFormPLN&tmw_query=PublicCase.

Q: **How do I resubmit plans for a Planning application filed prior to June 12, 2017?**

A: Hard copy resubmittals can be taken to the Development Services Office at 55 N Center St. Only new application submittals are required to be filed online by using the new DIMES System.

Q: **How can someone else pay a fee for a submittal I created?**

A: The payer will need to register with the City's DIMES System. Using their name and email address you can then delegate authority that allows them to pay the fees on the records you created. Delegation authority is found in Account Management.

Q: **What can I do if I am not able to see the entire DIMES window?**

A: Zoom the screen in (by pressing Ctrl and +) or zoom the screen out (by pressing Ctrl and –). Refresh your screen by pressing the F5 key. Try switching internet browsers to Chrome or Internet Explorer.

Q: **What forms of payment are accepted?**

A: We are currently accepting electronic check, direct debit, Visa, and MasterCard. At this time, we are not accepting American Express but we hope to in the near future.

Q: **How can I submit an application if my plans are on a flash drive and I don't have a computer?**

A: We have four kiosks available in the lobby of the Development Services Office that can be used to submit applications or check the status of an application. The Mesa Public Libraries also have public computers available.

Q: **Why can't I upload documents?**

A: If you are using Internet Explorer you may need to clear your cache, browsing history and cookies. Follow these the steps below:
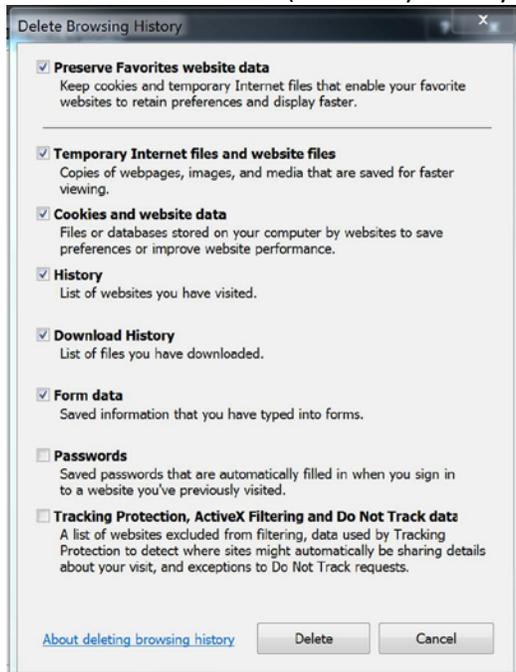1. Click on the settings wheel at the top right hand corner of their screen (circled in red below).

2. Select "Internet Options" which is the second to the last item on the list.
3. Click on "Delete…".

4. Check the boxes below (some may already be checked):

5. After all boxes are checked click on "Delete".
6. Close Internet Explorer.
7. Open Internet Explorer again and log back in to DIMES.