



Development Services

Service First Bulletin #302

MINOR COMMERCIAL Q TEAM EXPRESS PLAN REVIEW PROCESS

PURPOSE

As a customer service initiative, the Development Services Department (DSD) created this Service First Bulletin (SFB) 302 to inform our customers of the new commercial express plan review option. This new process is intended to expand customer options for faster permitting times through this expedited appointment fee-based program. This initiative will be implemented on January 31st, 2023.

SCOPE

The Department implemented the Q-Team to help facilitate commercial express plan review permitting times. This team was incorporated into the DSD business model in 2004 and was well received by our development community. Based on staffing levels, volume of submittals, and varying sizes of projects, only a limited number of customers were able to take advantage of this service. In response, the Department has established a second team known as the, Minor Commercial Q-Team to help facilitate additional customer requests and has set parameters, performance goals, and processes to ensure success.

The intent of the program is to provide quality, personalized, and expedited plan review services while partnering City staff with applicants. The program is designed to facilitate issuance of qualifying commercial projects the same day the permit application is submitted and reviewed by staff. This program is available to any registered contractor, property owner, architect, or engineer.

A minimum expedited plan review fee of \$1,000.00 per hour (all technical trades) with a maximum of \$2,000.00 dollars will be assessed to the base permitting fees. The initial technical trade reviews will occur on the day of the appointment. Any corrective revisions that are requested will be reviewed within five (5) business days upon resubmittal.

Before the plan review team conducts the official review, the applicant must make an appointment and submit all the required plans and documents with the permit application to ensure completeness of the submitted documentation. A non-refundable fee of \$500.00 for the initial completeness review must be paid at time of application submittal.

Qualifying projects will be accepted if they meet the following criteria:

- ❖ All occupancy uses and classifications
- ❖ Interior finish outs, renovations, or expansions within existing building footprint
- ❖ Less than 10,000 square feet total including any expansions
- ❖ Only one application per appointment

The following are examples of projects that would not qualify:

- ❖ New site/full development construction projects (ground up)
- ❖ Exterior building renovations/modifications
- ❖ Additions to existing building footprint or building height
- ❖ Sitework projects

Customers seeking to utilize this service will be required to first submit all for the required plans and document with permit application and pay the initial completeness review fee. Once the application is accepted, staff will provide the applicant with the schedule of available time slots and instructions. Appointments will be scheduled with at least five days (5) in advance and can be held Monday through Thursday from 8:00am-2:30 pm.

Applicants may contact the Plan Review QTeam Team by phone or email:

214.948.4508 or advance2qteam@dallas.gov

City staff will respond within 24 hours or the next business day with the schedule of available time slots and instructions. Appointments are scheduled Monday through Thursday from 8:00am-2:30 pm.

Appointment cancellations must be made three (3) business days in advance. These processes will facilitate permitting times and allow DSD to coordinate appropriate staffing levels and allow more customers to take advantage of the program. Applicants must submit hard copy documents. Appointments are address specific and substitutions of project sites are not allowed.

SUMMARY

This Bulletin is intended for information purposes only and the Department reserves the right to progressively modify and administer this program. If you have any questions or concerns related to this process, please feel free to email the Director at buildingofficial@dallascityhall.com.

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