



Development Services

Service First Bulletin #301

COMMERCIAL PLAN REVIEW PERFORMANCE GOALS

PURPOSE

As a customer service initiative, the Development Services Department (DSD) created this Information Bulletin (IB) to inform our customers of the performance goals associated with commercial permit applications based on the size, complexity, and use of their submitted projects. The criterion outlined in this IB will allow staff to better manage customer expectations and ensure permit turnaround times continue to improve. These new performance goals will be effective January 1st, 2023.

SCOPE

The Department receives a variety of commercial project types and intends to perform the initial reviews in an efficient manner based on the use, complexity, and size of specific projects. The Department's established performance goals are intended to communicate the expediency of review timelines, not permitting issuance timelines.

DSD suggests scheduling a preliminary development meeting to discuss concerns, challenges, or general questions. These discussions are intended to connect City staff with the applicant and their design team ahead of their formal submittal.

DSD is responsible for administering the City's adopted Building and Zoning Codes. There are some permitting reviews that do not fall under the purview of the Building Official. The following reviews are not part of the DSD permitting process and are overseen by other City Departments.

- ❖ Historic Districts
- ❖ Conservation Districts
- ❖ Zoning Changes
- ❖ Traffic Reviews

Plan Review Type**	Type/Size	Qualifying Occupancy Classifications	Comments	Initial Review Performance Goal*	Resubmittals and Revisions
Commercial Remodel (Interior Demo Only)	All	All	NA	Same Day/Over the Counter	Same Day/Over the Counter
Commercial Complete Site Demolitions	All	All	Projects in complicated overlays (Conservation, Historic, Floodplain) may impact this category.	15 business days	7 business days
Commercial Minor Repair Projects	General repairs to existing building components such as floors, sheetrock, windows, walls, doors, fences, communication upgrades, etc.	All	No plan review required	Same day	Same Day/Over the Counter
Minor Q-Team Commercial Minor Projects	Interior finish-outs/renovations less than 10,000 square feet	All	The following project types would not qualify: Additions and New Construction projects	Same day	5 business days
Commercial Minor Interior Projects	Interior finish-outs/renovations less than 10,000 square feet and not more than two (2) stories in height	Group B (Business) and Group M (Mercantile) only	The following project types would not qualify: Additions, New Construction, Group A (Assembly), Ambulatory Care Facilities, Clinics, Group E (Education), Hazardous Uses, Group I (Institutional), and Storage Uses	10 business days	5 business days
Commercial Minor Structures	Decks, Generators, Solar PV systems, Shade Structures, retaining walls or interior finish outs less than 2,000 square feet located on the same floor	Group U (Utility), Group B (Business), Group M (Mercantile)	Projects in complicated overlays (Conservation, Historic, Floodplain) may impact this category. The following project types would not qualify: Hazardous Uses and Storage Uses	7 business days	3 business days
Commercial Complex Projects	All projects over 10,000 square feet	All	Projects in complicated overlays (Conservation, Historic, Floodplain) may impact this category.	15 business days	7 business days
Express Commercial Complex Projects Q-Team	10,000 square feet or greater	All appointment-based projects	Projects in complicated overlays (Conservation, Historic, Floodplain) may impact this category. The following project types would not qualify: Hazardous Uses.	Same Day	5 business days
Express Commercial Complex Projects Q-Team	10,000 square feet or greater	All drop off and E-plan submittal projects	Projects in complicated overlays (Conservation, Historic, Floodplain) may impact this category. The following project types would not qualify: Hazardous Uses.	10 business days	5 business days

** Notes: The Department's established performance goals are intended to communicate review timelines, not permit issuance timelines. Issuance timelines are impacted by accuracy and completeness of submitted documentation.
**Notes: It is highly recommended that applicants meet with DSD staff for projects located in a Floodplain overlay as Federal regulations apply to substantial improvement proposals and limit project scope.*

SUMMARY

The bulletin is intended for informational purposes only and the Department reserves the right to administer these measures. DSD wants to partner with customers to better manage their permitting timelines while holding the Department accountable for the established performance goals.

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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