	DEPARTMENT OF DEVELOPMENT SERVICES	Effective Date: June 3, 2019
	FREESTANDING SIGNS Policy No. 19-01	Issued by: Wade Hugh, Director Department of Development Services <i>Wade A. H.</i>

Purpose

This policy details the options available to the customer when submitting a freestanding sign application for approval.


Options for Freestanding Sign Application Submission

Option 1: Customer submits the entire freestanding sign application, to include both Zoning and Building Development requirements, by following the steps listed below:

1. Freestanding sign customers will obtain a ticket from the Early Assistance Desk (EAD) in the Development Services Building (DSB) for initial routing to the Zoning Counter
2. The customer shall provide the Zoning Counter a fully completed Zoning Freestanding Sign Quality Control Checklist ([click here](#)) and a fully completed Building Development Commercial Freestanding Signs Checklist ([click here](#)) to ensure all necessary materials are included in the submission to Zoning and Building Development
3. The Zoning checklist will identify the customer’s preferred submission as Option 1.
4. Application acceptance will occur if all requisite items are included for Zoning and Building review:
 - a. In the event of an incomplete submission, Zoning review may move forward at the request of the customer – see Option 2 below.
5. The customer may be routed to Building Development for information purposes.
6. The Zoning internal review process will commence
7. Building Development will contact the customer when the application is received from Zoning to indicate that the Building Permit Application has been QC Approved or QC Denied.
8. Building Development will contact the customer upon completion of each review and upon approval.

Option 2: Customer submits partial freestanding sign components for a separate, two-part submission process by following the steps listed below:

1. Freestanding sign customers will obtain a ticket from the Early Assistance Desk (EAD) for initial routing to the Zoning Counter
2. The customer shall provide the Zoning Counter a fully completed Freestanding Sign Quality Control Checklist ([click here](#)) to ensure all necessary materials are included in the submission to Zoning and Zoning only
3. This checklist will identify the customer’s preferred submission as Option 2
4. The Zoning internal review process will commence.

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5. Customer will be contacted by Zoning if additional clarification is needed and/or the application has been approved.
6. The separate submission to Building Development may occur only when Zoning approval has been obtained.
7. Freestanding sign customers will then need to return to DSB, obtain a ticket from the Early Assistance Desk (EAD) for initial routing to the Zoning Counter to obtain the Zoning Approval.
8. The customer will then be routed to Building Development for submission of required Building Development documents. Please refer to the Building Development Commercial Freestanding Signs Checklist ([click here](#))
9. Building Development will contact the customer upon completion of their review.