

City of Plano Building Inspections

Frequently Asked Questions (FAQs) for Sign Projects

1. What is the plan review turn-around time for obtaining a sign permit?

- Answer: If all required documents and information are submitted at time of application, the plan review process should take no more than three to five business days from time of application; however, please note that we strive to minimize that time as much as possible to ensure a quick turn-around allowing sign production and installation to be achieved as quickly as possible.

2. My customer is needing the sign to be installed immediately but I don't want to interrupt the plans examiner and delay processing. How can I obtain updates or check the status of my permit application?

- Answer: The permit technicians or plans examiners assigned to your project know the urgency and want to provide as quick a turn-around as possible and they will try to contact you immediately if additional information is needed or the permit is ready to be picked up. The building inspections department also has an online service that allows you to inquire on your permit and see any notes that have been added to the system. Please visit <http://wl.plano.gov/Click2GovBP/Index.jsp> to check the status of your permit application 24 hours a day.

3. I have reviewed the zoning code regulating signs using the two links on the building inspections department website of <http://pdf.plano.gov/BI/signs/SignOrdinance.pdf> and <http://pdf.plano.gov/BI/20051114TempSignOrd.pdf> but I still have questions on some of the sign requirements. How can I obtain additional information?

- Answer: During business hours, please feel free to call us at 972-941-7140.

4. What are the costs and submission requirements for a sign permit?

- Answer: A non-illuminated sign permit cost is \$75. An illuminated sign permit cost is \$95. All sign permit applications need to be submitted with the appropriate fee and two sets of required documents which include complete elevations showing all existing and proposed signage with all applicable dimensions for either the tenant space or whole building if single tenant, sign plans showing all dimensions and scaled site plans for freestanding signs showing all setbacks to property lines and existing freestanding signs.

- 5. My customer wants to re-face the existing sign, is a permit required? If a permit is required, can the existing sign cabinet/pole be used?**
- Answer: If the sign is being re-faced for the same tenant/same name and no changes to the cabinet or sign dimensions itself are taking place, then a permit is not required. If a permit is required, the existing sign/pole will need to meet all current code requirements. When a permit is required, the sign is no longer considered legal-nonconforming or “grandfathered.”
- 6. I have the UL number for the sign, why do I still need to schedule a rough electric inspection? How can I prevent having to perform a rough electric inspection?**
- Answer: The sign installer/company needs to be UL listed in order skip the rough electric inspection requirement. Once a company is UL listed, the city knows that the company has undergone training and met stringent standards for product safety and does allow the rough electric requirement to be waived.
- 7. I want to be able to advertise the sale or lease of a home and have obtained permission from the other homeowners. Since, I will not place the signs on any public right-of-way, can I place signs on their property as well?**
- Answer: City zoning requirements do not allow off-site or off-premise real estate signs. Real estate signs are only allowed on the property which is being offered for sale and/or lease.
- 8. I will be having an open house for sale and/or lease of my client’s home, when and where can I place open house signs?**
- Answer: City zoning requirements only allow a four square foot maximum sign with a maximum height of 30 inches from grade. These signs can be off-site/off-premise but must be placed on private residential property with the consent of the owner. These signs are only allowed from 9:00 am on Saturday to 6:00 pm on the following Sunday in the same weekend and not during weekdays.
- 9. After reading the sign ordinance online, I am wondering if my sign will be located within an overlay district. How can I find out the zoning and/or overlay districts for a particular location?**

- Answer: The City of Plano has an online tool available called interactive maps. This tool can be accessed by visiting http://maps.planogis.org/gis_main.htm. From this site, click zoning. Once your property is located, the “i” tool can be utilized which will provide the applicable zoning and overlay district for that property.

10. I have seen these new sail-fin type signs in various cities which are called various names such as Wind Feather signs, Bowflag signs, Adversails, etc. These signs are portable/temporary and my client wants to place these on his property. Are they allowed?

- Answer: These types of signs are currently allowed and can be processed as promotional (banner signage).

11. How does the city regulate political signage?

- Answer: Political signs up to 36 square feet are only allowed on private property with the consent of the property owner. Political signs can be erected no earlier than 120 days prior to the election for which the sign is applicable and must be removed no later than the 15th day following the election.

12. I would like to use a person to advertise my business/event. How can I do this and do I need a permit?

- Answer: A permit from building inspections is not required for human sign purposes; however, please contact the Plano Police Department at 972-424-5678 to inquire about the regulations for this type of activity.

13. I will be having a temporary sale event, can I have any signage?

- Answer: A valid temporary sale permit can allow one of the following: (1) a temporary freestanding sign up to 32 square feet with an 8 foot setback from the front property line or (2) an onsite banner up to 32 square feet with an 8 foot setback from the front property line and the banner must be securely installed and be completely mounted on a rigid surface. Be sure to include your sign plans/request upon application for your temporary sales permit to ensure that your sign selection is reviewed and approved.

14. I put out numerous garage sale signs and they seem to have been confiscated by the city. Can I get these signs back?

- Answer: If a sign in violation of city code is confiscated by the city, these signs are disposed of and can no longer be released back to the owners. Please ensure that you read the signage requirements when you apply for your garage sale permit.

15. The wall sign my client is wanting to install is taller than 6 feet in height. Can this be allowed and what are the restrictions on this?

- Answer: The zoning code allows up to 75% coverage for wall signs on an elevation. For every 1 inch over the allowed 6' height, the maximum allowed coverage is reduced by 1% (i.e. 6'3" sign reduces allowed maximum coverage to 72%)

16. A business has changed their name, is a new sign permit needed to update the sign?

- Answer: Yes, a new sign permit will be required; however, prior to a sign permit application being processed, a new CO/Name change will also need to be applied for by the business owner.

17. How does the city calculate square footage for a sign?

- Answer: The city uses a rectangle method with the rectangle placed at the outer extremes of the signage area. Any portion of the signage within 36" of each other is included in the same rectangle for square footage purposes.

18. I do not have a site plan available, where can I obtain one prior to my sign permit application?

- Answer: Please contact the City of Plano Planning Department located at 1520 K Ave, on the second floor. They can also be reached at 972-941-7151.

19. My client wants to place a sign within an easement. Can this be allowed?

- Answer: If the easement is private, please obtain and submit with the sign permit application letters on company letterhead for each of the utility companies with vested interest in that location allowing the sign to be constructed within their respective easements. If the easement is a public easement, please submit a Hold Harmless agreement application with all applicable documents as well as the sign permit application documents. The Hold Harmless Agreement will then be submitted to the City of Plano Engineering Department who will contact you for the related fees once it is approved. Once this document is sent to the county for recording, the sign permit

application can be reviewed. The Hold Harmless Agreement application can be located at <http://pdf.plano.gov/BI/HoldHarmlessAgreement.pdf>.

20. Are window signs allowed without a permit?

- Answer: Window signage not exceeding 25% of the window area of the elevation does not require a permit.