Development Services is proud to announce that its new web-based guide, Development Process: Step-by-Step in now online at www.sandiego.gov/development-services/. From the Development Services home-page, click on Development Process: Step-by-Step. This process-oriented view of Development Services helps users understand the steps required to obtain building permits and development approvals in San Diego. The step-by-step guide describes the key elements involved at each step, tips to expedite the process, and quick access to the resources needed along the way.

If you are a do-it-yourself homeowner, this online guide is a great “how to” primer. It demystifies the permit process and walks you through the basic requirements for your project from concept to completion. If you are a seasoned construction professional, it allows you to easily access templates, checklists, and guidelines to minimize costs and streamline the time it takes you to get through the submittal, plan check, permit issuance and inspection processes.

Additional helpful features in this section include:

- **Permit Application Checklist** - the documents and procedures you need to reduce the time it takes to get a permit. To see this checklist, click on Step 1: Define Project.
- **Virtual DPI** - a graphical way to locate information bulletins. By viewing a virtual community, users can easily see which bulletins address their specific projects. To see Virtual DPI, click on Step 2: Site Information.
- **Time and Costs** - an overview to help you and your design team factor in the time it will take at each step of the process and the costs you will incur along the way. To see Time and Costs, click on any step. In the left navigation see it under Other Relevant Links.
- **Floor Plans** - color coded location maps for each floor of the Development Services Center downtown permit office that correspond to the color of the steps on the website. To see the Floor Plans, click on any step. In the left navigation see it under Contact Information.

Getting the Development Process: Step-by-Step guide online was truly a collaborative project. The concept began with input from an employee survey, asking for an internal guide to the process about two years ago. The project then emerged as an outgrowth of a brainstorming session by the department’s Customer Service Committee. The idea was transformed into a clear vision, which was soon embraced by the whole department.

Employees throughout the department came together to make the vision a reality. They worked in subcommittees to create content for each of the seven process steps. Customers were surveyed and shown prototypes of the proposed website, and supervisors and committee members reviewed the site before it went online.

Gary Halbert, Development Services Director
DSD Staff Assists with Emergency Operations

Ten DSD engineers and building inspectors were deployed to the local coastal jurisdictions along the Gulf Coast to assist with search and rescue and damage assessment efforts resulting from the destructive paths of Hurricanes Katrina and Rita. As part of FEMA’s Urban Search and Rescue Team, engineer Rouin Oskoui went to New Orleans, Louisiana, from August 31 through September 19 and engineer Larry Lewis went to Liberty, Texas, from September 22 through September 27. “After I was deployed to the World Trade Center for the September 11 disaster, as part of the FEMA Urban Search and Rescue Team, I thought I had seen everything,” Oskoui said. “But then came Katrina, which brought along unmatched destruction. Even though I arrived in New Orleans almost a week after the flooding, the devastation was still fresh. We were assigned to the Marine district close to the downtown area. Boating along the neighborhood, we searched the structures assigned to us at least two times and were able to rescue several people from their houses.”

With the first California Building Officials (CALBO) call-out for relief assistance, structural engineers Gary Lau and Matt Papuga, and inspectors Tonya Rodin and Julia Rosaler went to Jackson, Mississippi, from September 30 through October 16. For the second CALBO call-out, structural engineers Syed Aleem and Geoffrey Chan and inspectors Jim Reynolds and Dennis Couture went to New Orleans from October 6 through October 21.

“When we got the call for help, we quickly assembled two teams to fly to the affected areas and assist by assessing structural damage to buildings,” said Isam Hasenin, Chief Building Official. Essentially, the teams were there to assess structural damage with the ultimate goal of safely placing people back into their homes and businesses. Working as respective state deputized inspectors and building officials, the activities and functions

Customer Service Statement

“We value and respect our customers. We are dedicated to providing you professional, caring, and timely service.”
As part of the effort to improve services, Development Services has created a new staff position to champion the customer service improvement strategic plan. Cynthia Queen was selected to serve as Customer Service Manager in late November 2005. Queen now oversees all aspects of customer service for the Development Services Department, through the Customer Service Office. A trained mediator, Queen facilitates resolution of complex development disputes between applicants and staff, and applicants and the community. Other major responsibilities include evaluating and developing customer service policies; developing and overseeing customer service training for all department staff; analyzing the key drivers of customer satisfaction and addressing diverse customer needs and values. All efforts incorporate the use of “performance measures” and are designed to meet the goals set forth by the department for improving services.

“The goal is to accomplish a measurable improvement in customer-service delivery and aid customers in accessing all available services,” said DSD Director Gary Halbert. “This is a major step in formalizing our customer service improvement effort.”

Queen chairs the department’s Customer Service Committee, which develops and manages customer service training and dialogues for all staff. Queen manages the public information, media relations, customer outreach, publications, check-in and ombuds staff.

“It has been rewarding to see the accomplishments that are achieved when everyone works together,” Queen said. “The efforts made by staff to improve customer service delivery have been very impressive. The Development Process: Step-by-Step web feature is an excellent example of a successful collaborative effort. Working in a regulatory environment is very challenging, and we all work toward the goal of providing professional, caring and timely service.”

Did You Know...
By: Mehdi Shadyab, P.E. Senior Engineer Structural

...Did you know that wood shake or wood shingle roofs are no longer permitted in the City of San Diego? Please check out the roof covering requirements in the San Diego Municipal Code, Section 145.0202, “Local Modifications to Roofing Requirements of the 2001 California Building Code.”

WHAT DOES UNREINFORCED MASONRY ORDINANCE REQUIRE?
By: Mehdi Shadyab, P.E., URM Program Coordinator

The Unreinforced Masonry (URM) Program helps property owners comply with the City of San Diego’s URM Ordinance. The goal of this safety ordinance is to save lives by minimizing the possibility of potential collapse of URM buildings during an earthquake. Additional seismic strengthening may be required based upon triggering mechanisms associated with remodeling, renovation or change of occupancy.

Since the first reminder letter was mailed on August 1, 2005, I have received over 600 telephone calls and over 150 letters related to the URM program. More specifically, these responses were regarding the URM buildings, City’s URM program, URM Ordinance, requests for extension of time and consequences of non-compliance.

In essence, the current ordinance only applies to URM buildings that meet the following two conditions: 1) the building constructed, or under construction, or a building permit was issued, before March 24, 1939; 2) the building has at least one unreinforced masonry bearing wall. [SDMC, Sec. 145.0402]

Once you have determined the ordinance applies to your URM building, the mandatory provisions of the ordinance have three elements which are required to be performed: 1) bracing of parapets around building perimeter; 2) roof-to-wall ties/anchors around the building perimeter; 3) removal or stabilization of any and all exterior building features which are falling hazards, such as exterior stairways, balconies, marquises, cornices, statues, etc. [SDMC, Sec. 145.0410]

The ordinance also has three triggering provisions, which may apply to a URM building, even if the building has been retrofitted per the mandatory provisions. These provisions apply when: 1) the cumulative value of remodel or renovation exceeds 100 percent of the value of the building within any 5-year period after January 1, 2001, [SDMC, sec. 145.0407; 2) the use or occupancy classification of part or all of a building is changed to a use or occupancy classification at a higher relative hazard category, [SDMC, Sec. 145.0408]; 3) the cumulative value of remodel or renovation exceeds 50 percent of the value of the building within any 5-year period after January 1, 2001, [SDMC, Sec. 145.0411]. In the case of either provision 1) or 2) above, the URM building must meet the requirements of the 2001 California Building Code for new buildings of the same occupancy category or the State Historical Building Code for buildings registered on the local, State or Federal registry. In the case of provision 3 above, floor-to-wall ties/anchors must be provided around the perimeter of the entire building, if the URM building is multi-story or multi-level.

For additional information, please refer to the San Diego Municipal Code (SDMC) Chapter 14, Article 5, Division 4, for the detailed and full text of the URM Regulations of the City of San Diego or check out our website at www.sandiego.gov/development-services/. Under Forms & Guidelines, click on Unreinforced Masonry.
Second Annual Development Services Customer Service Awards

The Development Services Department kicked off another year with an event to honor some of the many Customer Service stars who assist customers each day.

Rookie of the Year – awarded to those who not only survive, but thrive.
First Place: Scott Humphrey, combination inspector; DR&S Field Office

Second Place: Gladiola Apte, ADD, CSI
Third Place: Nivin Warnakoon, Assistant Manager, Lakeside

Honor Mention: Matt O’Donnell, check-in staff; CGI; Denize Current, current planning, LDR; Bob Manis, Honorable Mention: Chief Building Official, DB&S

Third place: Buchanan, screening, CSI

DBS; Dawn Hopkins, Records section, CSI; Charley Third Place:

Travis Cleveland, current planning, LDR; Bob Manis, Honorable Mention: Chief Building Official, DB&S

First Place: Bill Teachworth, Chief Combination Inspector, DR&S Field Office

Second Place: Pat Richmond, senior records specialist; CGI; Susan Levy, engineer, DBS; Ed Childs, combination inspector, DB&S Field

Third Place: Joseph Mora, combination inspector, DBS; Matt Papuga, engineer, DBS; Rick Mathis, combination inspector, DBS; Lynda Pickler, customer ombudsperson, Andy Shaw, DRP, CSI

We have two special awards this year, which were not on the ballot. Behind the Scenes: The first award was selected by the Customer Service Committee to properly recognize internal customer service. We call it the “Behind the Scenes” award.
First place: Dylina Vaughan, accident clerk, CSI
Second place: Edith Margulis, payroll, CSI
Third place: Susan Bender, MIS supervisor, CSI

Our second new award is the Director’s Choice, selected by Gary Halbert for exceptional work and outstanding customer service.
Director’s Choice Award Winner: Sandra Huff. PMS II, CSI

MVP – for our most valuable player
First place: Pete Fischer, Structural Plan Check, DBS
Second Place: Nana Vega, submittal, CSI
Third Place: John Hay, PTS, CSI

Honor Mention: Juan Alvarez, records, CSI; Pearl Adams, public information clerk, check-in, CSI; Evelyn Vaughan, accident clerk, CSI

First place: Gary Geller, senior planer, LDR
Second place: Robert Gray, Records, CSI
Third place: Mike Finnerty, structural inspector, DBS Field

Honor Mention: Lynda Haines, DD, DBS; Lynda Pickler, customer ombudsperson, CSI

Don’t Shoot the Messenger – for the staff member who delivers bad news kindly, with explanation and offers solutions
First place: William Bartarin, Chief Combination Inspector, DBS Field Office
Second place: Ali Fariha, records, engineer, B&S
Third Place: Piri Jackson, reception, LDR

Honor Mention: Jim Rehoreg, PTS guru, LDR
Jim Rehoreg, PTS guru, LDR

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FEATURED URM HISTORIC BUILDING
By Mehdi Shadyab, P.E., URM Program Coordinator

The historic Old City Hall building is located at 664 Fifth Avenue in the heart of the Gaslamp Quarter, at the corner of ‘G’ Street and 5th Avenue, downtown San Diego. This building is listed as historic building number 46 on the Gaslamp Quarter Historic Buildings registry.

This Florentine-Italianate architectural style building was originally a two-story brick building constructed in 1874. Thirteen years later, in 1887, two more stories were added. Upon the completion of the upper levels, The San Diego Public Library moved in and occupied the third floor. In 1891, the City of San Diego purchased the building from Ralph Granger and the City of San Diego government offices were moved into the building. The Police Department occupied the first floor and the Council Chambers occupied the fourth floor. The first San Diego mayor having an office in this building was Edwin Capp. Mayor Capp was involved in a scandal over profit-making on the purchase of a smallpox vaccine which was intended for public use. Mayor Louise Wilde began his services in this building in 1917. Mayor Wilde is best known for donating the Horton Plaza fountain to the City in 1910. Mayor Wilde’s home and the U.S. Grant Hotel, which he also owned, were located on D Street, which he renamed to Broadway. The City Hall housed the City of San Diego government offices for 35 years.

Today, the Old City Hall is privately owned and is used as a mixed-occupancy; restaurant/bar on the first floor, retail on the second floor, and live/work loft units on the third and fourth floors. In 1995, this unreinforced masonry (URM) building underwent major structural renovation and was completely retrofitted per the seismic regulations of the then-applicable building code and the City of San Diego URM Ordinance.

Note from the Author: This historic URM building is featured to emphasize the importance of structural retrofitting and strengthening of such buildings per the applicable seismic regulations of the City of San Diego, for the safety, use and enjoyment of all our citizens as well as for the preservation of our historic buildings.

Development Services Assist with Emergency Operations continued from Page 2

of the teams were primarily to review and analyze the structural adequacy of damaged homes and businesses to determine if the structures were:
1. Safe for full occupancy.
2. Safe for limited uses such as obtaining belongings and documents.
3. Unsafe for any type of access.

The two-to five-mile inland hurricane-damaged stretch extended from New Orleans, Louisiana, to Pascagoula, Mississippi, a stretch of 90 miles. This area was completely off limits to the public. National Guard units were strategically placed along the damaged 90-mile stretch placing road blocks and patrolling the areas, allowing access only to emergency assessment teams along with water, sewer, gas and electrical crews, in an effort to maintain order, protect property and restore infrastructure.

The City of San Diego’s structural assessment teams reviewed and carefully documented approximately 3,000 structures over the three week time frame in the damaged areas. The results were placarded on the structures on site and by the addresses, with results given to local, county and state authorities for their use.

Major, technical review areas of concern included overall structure stability, foundation movement, structure movement off foundations, loss of foundation support, analysis of buildings out of plumb and thus possibly not able to carry vertical loads, review of vertical load carrying capacity with removed and/or damaged members and roof, and the analysis of reduced lateral load resistivity with missing wall sections.

“For the assessment crew’s living conditions, the accommodations were basic at best,” Structural Engineer Matt Papuga said. “The structural crews slept primarily in 200-person tents on military cots with very limited comforts of home. Food was of the military mess tent variety including shrink wrap packaged rations. Electrical outlets were non-existent, except for limited cell phone charging. The morning shower controls in the trailered temporary facilities were not hot and cold, but on and off. There were no permanent facilities of any kind on site.”

Living conditions aside, the experience was gratifying for the Development Services personnel involved. They were able to effectively place hundreds of families back into their homes and businesses as well as initiate the difficult assessment process for those families whose homes and businesses were damaged beyond repair. “My hope is that the people of that region will recover from this destruction and will not have to face this sort of thing again,” Oskoui said.
zones where: Zone 1 is 35 feet deep and includes irrigated and maintained vegetation, and Zone 2 includes a 65 feet deep zone of non-irrigated and thinned vegetation. New regulations were also added to Chapter 4, Article 4, Division 3, to regulate the use of goats for brush management in non-agricultural zones. For projects located in the coastal overlay zone, the new brush management regulations will not be applicable until certified by the California Coastal Commission. Prior to Coastal Commission certification, reference Chapter 13, Article 2, Division 4 (Sections 132.0404-132.0408) for the brush management regulations applicable in the coastal overlay zone. For more detailed information, please visit our website at www.sandiego.gov/development-services/. Under News & Updates, click on Building and Brush Management Regulations.

Project Submittal Manual Update

These requirements are provided to ensure that all submitted projects contain sufficient information to allow a quality City staff review of the project for conformance with the Land Development Code. City policies, and with state and federal regulations. All approvals and permits granted by the City of San Diego for the development of land are covered by these requirements. Please Note: Due to a recently passed condominium conversion ordinance with an effective date of March 9, 2006, the Land Development Manual Volume 1, Chapter 1, Project Submittal Requirements have been updated with a February 2006 version. Submittals prepared using the January 2006 version of the Project Submittal Requirements were accepted until March 8, 2006. Please visit our website at www.sandiego.gov/development-services/. Under Forms & Guidelines, click on Codes and Regulations.

The City of San Diego’s Waste Reduction and Recycling Awards Program

Each year, the City’s Environmental Services Department honors businesses and organizations in San Diego that have implemented successful waste reduction, recycling, and recycled product purchasing programs. Winners will be honored at the Very Important Planet Reception at ESD’s Ridgehaven Green Building in May 2006. If you have any questions, please contact: Donna Chralowicz, Recycling Specialist, at dchralowicz@sandiego.gov or (858) 492-5059.

New Planning Department Website Now Online

The Planning Department’s website has undergone major revisions. New sections include Historical Resources, Facilities Financing, Transportation Planning, Maps & Urban Analysis, and How to Get Involved in the Planning Process. For more information, see www.sandiego.gov/planning.

New Condominium Conversion Ordinance


Official Zoning Map Adopted by City Council

On March 1, 2006, the San Diego City Council adopted the City’s Official Zoning Map. This is the culmination of a two-year process of extensive staff research and public input to produce a current exhibit of all zoning in the City.

Previously, it required extensive staff time to research multiple zoning sources, which often contained conflicting zoning information. Now, with the City Council’s adoption of the Official Zoning Map, you can go online at www.sandiego.gov/development-services/, select the Official Zoning Map icon, and find your zoning information with a few clicks of the mouse. After entering the Zoning Map page, you simply enter in your address and your zoning designation will appear. You can then select to view the property on a map, and also select More Info to view the description of your zone in the Municipal Code.

This new feature should save a great deal of time for property owners, developers, design professionals and real estate agents, by providing the information via the internet. Check it out!

Test Your Knowledge of Building Code & Construction

By: Mehdi Shadyab, P.E., Senior Engineer-Structural

1. The current prevailing building code used in San Diego is:

2. Building sites in the United States are categorized by five different seismic zones, 0 through 4. Sites in seismic zone 0 have the lowest seismic hazard characteristics, while sites in seismic zone 4 have the highest seismic hazard characteristics. San Diego is located in what seismic zone?
   A. 1    B. 2    C. 3    D. 4

3. A building permit is not required for constructing a retaining wall with a maximum height of 40 inches, measured from top of the footing to the top of the wall, supporting no surcharge loads.
   A. True    B. False

4. Exemption from the permit requirements of the Building Regulations authorizes the work to be done in any manner possible without regard to code requirements and most economical.
   A. True    B. False

5. In dwelling units, a smoke alarm shall be installed in:
   A. Kitchen    B. Garage.    C. Each sleeping room    D. Laundry room

For answers to these questions see back page.
## Development Services Department

**DONT WAIT IN LINE. GO ONLINE!**

www.sandiego.gov/development-services/

### HOW TO CONTACT US

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<td><strong>Bond Release</strong> (619) 446-5333</td>
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<td><strong>Building Code Review</strong> (619) 446-5134</td>
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<td><strong>Certificate of Occupancy</strong> (858) 492-5070</td>
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<td><strong>Disabled Access Regulations</strong> (619) 446-5134</td>
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<td><strong>Engineering Permit Issuance</strong> (619) 446-5460</td>
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<td><strong>Engineering Project Close-Out</strong> (619) 446-5333</td>
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<td>To schedule an appointment for: New Construction, Relocation, Removal, Demolition (858) 581-7111</td>
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<td>Inspection Information (858) 492-5070</td>
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<td>Engineering Field Inspections (619) 627-3200</td>
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<td>Master Plans (619) 446-5184</td>
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<td>Right-of-Way Permits (619) 446-5460</td>
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<td>Seismic/Geologic Hazards (619) 446-5400</td>
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<td>Solid Waste Local Enforcement Agency (619) 533-3688</td>
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### Answers to questions from Test Your Knowledge of Building Code & Construction:

1. B
2. D
3. B
4. B
5. C

This information is available in alternative formats upon request.