



CITY OF SAN DIEGO – 1222 FIRST AVE., SAN DIEGO, CA 92101

# PUBLIC NOTICE

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**Date: Sept. 11, 2020**

**Subject: Week of Sept. 11, Summary of Department Operational Changes**

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As the impact of the COVID-19 pandemic is continuously evolving, the Development Services Department (DSD) is adjusting how it provides essential City services to customers. DSD operational changes are fluid and updated as needed to help ensure the health, safety and well-being of customers and employees of essential businesses.

DSD sends process update [emails to subscribed customers](#) to keep stakeholders informed of the latest news, as significant operational changes are incorporated. An email recap will be sent at the end of the week if significant changes occur. Customers are encouraged to visit [sandiego.gov/dsd-covid19](http://sandiego.gov/dsd-covid19) to keep updated on all of the latest changes. Here is a summary of this week's service changes:

- **Weekend System Upgrade to OpenDSD:** As a reminder, starting today at 6 p.m. through 6 a.m. on Monday, Sept. 14, OpenDSD will be taken offline to complete network upgrades. During the planned service outage, customers will be unable to apply for permits online. All other DSD online services will not be impacted. [Learn more](#).
- **New OpenDSD Enhancement Now Live:** A new customer service enhancement has been added to OpenDSD that allows customers to download, save and print project comments from DSD plan reviewers. This new feature is now available 24/7. For security reasons, customers are required to input their phone number to access the reviewer comments.
- **Drop Off Paper Plans for Resubmittals:** Customers may submit hard copy documents, resubmittals and documents in the first-floor lobby of the Development Services Center, located at 1222 First Ave., **only for applications received before July 1, 2020**. The [Project Submittal Manual](#) and [Information Bulletin #153](#), respectively, outline submittal and permit issuance requirements.

The drop-off service is available at the downtown Development Services Center from Monday through Friday, from 7 a.m. to 4 p.m. While DSD is closed for business between 11:30 a.m. to 12:30 p.m., during weekdays, the first floor will remain open during this time to allow for document and payment drop-off.

- **Paper Plan Pickup Procedures:** Customers will receive an email when paper plans or other documents are ready for pick up. Then, customers can pick up the documents at the outdoor will-call desk located on the third floor at the Development Services Center. **Please do not show up to pick up any document without receipt of this email; staff will not be able to search for your document without the email confirmation that the document is ready for pick-up.**

DSD will hold the plans/documents for 15 calendar days from the email notification date and recycle the plans if left unclaimed. Do not come to pick up documents unless you have received a customer notification that your item is ready for pick up.

### **COVID-19 Information**

Stay informed about COVID-19 by visiting the [City's COVID-19 Information page](#), the [Center for Disease Control website](#) and the [County of San Diego Health and Human Services](#) website.

### **Email Updates**

Visit [sandiego.gov/dsd-email](https://sandiego.gov/dsd-email) to keep up-to-date with DSD via email.