



CITY OF SAN DIEGO - 1222 FIRST AVE., M.S. 501, SAN DIEGO, CA 92101

# PUBLIC NOTICE

---

**Date: July 2, 2021**

**Subject: Online Permit Upgrades Coming July 19 and New Webinars in July**

---

Starting Monday, July 19, the Development Services Department (DSD) will be updating the online permit process for all Building and Engineering permit types. This central system update will transform the "hybrid submittal process" launched during the COVID-19 pandemic to an entirely cloud-based permitting system that will provide convenient 24/7 access to customers. This transition will reduce operational delays processing permits.

The new online permitting system offers many benefits that will enhance customer transactions, making it more intuitive, easier and faster for customers to apply for a new permit, track projects during the review, schedule inspections and make online payments.

Benefits include eliminating the two-step application process, separate requests for PTS numbers prior to document upload, and the general application form. The new system will make it easier to add and upload new documents, conduct cloud-based plan reviews and incorporating plan review comments for customers to view in real-time.

## **Important! System Upgrade Timeline**

To accommodate the system updates, intake for new building and engineering applications will be suspended from July 13 to July 19. Customers are advised to plan accordingly using the timeline below.

- **July 12 - Last Day to Submit New Applications Using Current Process**

To accommodate the critical update, Monday, July 12, at 5 p.m. will be the last day

to submit new Building and Engineering applications using the current hybrid submittal process.

- **July 13 through July 18 - No New Building and Engineering Permit Applications Accepted**

New applications for all Building and Engineering Permit types will not be accepted. Existing applications will continue to be processed and the resubmittals will be accepted.

- **July 19 - New Online Permitting System Available**

DSD will resume accepting new applications for all Building and Engineering Permit types in the new online permit system at 5 a.m. Monday, July 19.

### **Building and Engineering Permit Types**

As part of the switch to the cloud-based solution, the revamped online application Building and Engineering Permit types include:

- Building – All Buildings, Master Plans and Special Program Projects.
- Construction Changes to a Building Permit.
- Deferred Submittals.
- Grading.
- Mapping.
- Public Improvements.
- Public Right-of-Way.

### **Customer Webinars Every Thursday in July**

In July, DSD is [hosting webinars](#) each Thursday to familiarize customers with the new system, address specific questions from customers, offer helpful tips and review all new features. Each interactive webinar will be facilitated by senior DSD staff, hosted using [Zoom](#) and be recorded so customers can watch each webinar 24/7. [Learn more.](#)

### **Email Updates**

Visit [sandiego.gov/dsd-email](http://sandiego.gov/dsd-email) to sign up to get the latest news and updates straight from DSD.