



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

# PUBLIC NOTICE

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**Date: July 19, 2021**

**Subject: New Online Permits and Enhanced Services**

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Earlier this morning, the Development Services Department (DSD) launched new cloud-based online permitting for building and engineering projects to make it easier and more intuitive for customers to apply for new applications and be kept up-to-date on the status of reviews, submittals and inspections.

Also, starting today, walk-in services will be available for cashiers and records review. Assistance with new digital project applications is also available by appointment only at the Downtown Development Services Center. Here is a summary of the new services:

## **Service Hours**

All services will be provided Monday through Thursday from 7 a.m. to 4 p.m. and Fridays from 10 a.m. to 4 p.m. Please note that all services are closed each day between 11:30 a.m. and 12:30 p.m.

- **Digital Permit Application Assistance Counters (By Appointment Only)**  
These one-hour pre-scheduled meetings with DSD staff will take place on the third floor of the [Downtown Development Services Center](#). The meetings assist customers with creating online accounts, provide instruction to customers on submitting new applications online successfully and help resolve technical issues. [Schedule your appointment](#).
- **Customer Service Phone Line (619-446-5000)**  
Customers can now call 619-446-5000 to receive assistance with creating an account, submitting an application, uploading digital plans and support with other DSD resources.

- **Cashier Services (Walk-in)**  
Customers can now pay invoices and fees in-person using checks or credit cards on the third floor of the Downtown Development Services Center.
- **Expanded Records Review Service (By Appointment and Walk-in)**  
Customers can now walk in to view archived building plans or records in-person. Customers with appointments will be given priority over walk-in customers.  
[Schedule your 45-minute appointment.](#)
- **Curbside Plan Pick Up**  
As a reminder, there is a maximum 15-day plan retention policy for paper plans left for Curbside Plan Pick Up and for Will-Call items. Any items not retrieved after 15-days will be discarded. [Schedule your drive-up appointment.](#)
- **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 the latest 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.

Don't miss the next Zoom webinar on [How to Apply for Building and Engineering permits](#) on July 22 at 3 p.m.!

### Email Updates

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