



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

# PUBLIC NOTICE

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**Date: July 17, 2025**

**Subject: DSD Move to New Mission Valley Headquarters Update**

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The City's Development Services Department (DSD) is nearing the completion of its relocation to its new office locations in Mission Valley and downtown San Diego. Staff from various locations have moved and consolidated without interrupting essential services, such as permit processing and customer service.

Over 300 employees are now based at the Mission Valley location at [7650 Mission Valley Rd.](#), and 200 employees have moved to [550 W C. St.](#) However, the final moves will not be completed until the first week of August.

During this transition period, the existing DSD building at 1222 1<sup>st</sup> Ave (City Operations Building, or COB) will be staffed to continue providing in-person assistance at the front counter, self-help workstations, cashier and records services. In-person customer service will be limited during the transition. The DSD Customer Service Line (619-446-5000) will be available weekdays between 8 a.m. and 3 p.m. to provide customer assistance via phone.

## **Operations at Mission Valley and Downtown**

Most public services and customer assistance will be provided at the Mission Valley office starting Tuesday, July 29. Cashier services at Mission Valley will be cashless. Customers can still pay by check, debit card, credit card, money order, cashier's check; or pay online. The Downtown office will primarily handle appointments with customers requiring assistance on existing projects and permits.

## Move & Customer Service Schedule

This is the current, anticipated schedule of services to be provided as DSD transitions in-person services to the new Mission Valley facility:

- **Friday, July 18**

Last day of in-person records, self-help and front counter customer service at COB.

- **Monday, July 21 – Friday, July 25**

Last week of cashier walk-in and appointment services at COB. Customers are encouraged to [request a Payments appointment](#) within those dates or make [online payments](#).

After this week, appeals of all Process Two and Process Three discretionary project decisions to the Planning Commission delivered in person must be delivered to the drop box in the lobby at 7650 Mission Valley Rd. Staff strongly encourages filing such appeals by email using the instructions found in Section III.A.1 [here](#).

- **Tuesday, July 29**

Opening of in-person self-help, front counter and cashier walk-in and appointment services will be as follows:

1. **Front Counter Customer Service**

**Monday – Thursday**

8 - 11:30 a.m.\*

12:30 p.m. - 3 p.m.\*

**Friday**

10 - 11:30 a.m.\*

12:30 p.m. - 3 p.m.\*

2. **Records**

**Monday – Thursday**

7 - 11:30 a.m.\*

12:30 p.m. - 3 p.m.\*

**Friday**

10 - 11:30 a.m.\*

12:30 p.m. - 4 p.m.\*

### 3. Cashiers Counters

7 a.m. – 4 p.m. Daily

### 4. Reception Desk Hours

7 a.m. – 4 p.m. Daily

*\*Closed from 11:30 a.m. to 12:30 p.m.*

- **Thursday, July 31**

First [Planning Commission](#) meeting at Mission Valley at 9 a.m. in the new Edric Doringo Hearing Room, aka "The Edric."

- **Friday, Aug. 8**

Opening of Records Services by appointment at Mission Valley. Customers can request an in-person appointment [here](#). Records Self-Service Stations (no assistance or training needed) are available without an appointment during regular hours of operation to conduct permit research or view records in PTS.

### What are the current processing times?

You can now check on [permit processing timelines](#) for intake, review and permit issuance. [Review the overall permit activity by year](#), including applications received, permits issued and permit processing duration.

### Email Updates

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