



CITY OF SAN DIEGO - 7650 MISSION VALLEY RD., MS# DSD-1A, SAN DIEGO, CA 92108

PUBLIC NOTICE

Date: July 25, 2025

Subject: DSD Appointments and Service Hours for New Mission Valley Headquarters

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, inspections, payment processing and customer service.

Over 500 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.

After today, July 25, DSD will no longer provide in-person assistance, self-help workstations, cashier and records services at the previous building at 1222 1st Ave (City Operations Building, or COB).

Most public services and customer assistance will be provided [by appointment](#) 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.

Appointment information, including service types, virtual options and how to book in-person appointments at Mission Valley, can be found [here](#). Customers can contact DSD's Customer Service line at 619-446-5000 to speak with a representative on weekdays from 8 a.m. to 3 p.m.

Please note that appointments for record services will be available starting Aug. 8. Records Self-Service Stations (no assistance or training needed) are available without an appointment during regular hours of operation to conduct digital permit research or view records.

Mission Valley Customer Service Hours

Beginning July 29, the following customer service hours will be in effect at 7650 Mission Valley Rd.

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. - 4 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.*

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 to get the latest news and updates straight from DSD.