



CITY OF SAN DIEGO – 7650 MISSION VALLEY RD., SAN DIEGO, CA 92108

# PUBLIC NOTICE

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**Date: July 29, 2025**

**Subject: New DSD Mission Valley Headquarters Now Open; Customer Service No Longer Available at City Operations Building**

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The City's Development Services Department (DSD) has completed 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 department functions, such as permit 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.](#)

Cashier and customer service concluded at the City Operations Building on July 25, with full service now available at Mission Valley. The facility is cashless and operates primarily [by appointment](#). 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. The Downtown office will primarily handle appointments with customers requiring assistance on existing projects and permits.

In-person appointments are available daily for Planning & Zoning, Small Business Assistance, and general Customer Assistance. Appointments may be booked on [DSD's website](#) or by contacting the DSD Customer Service Line.

Records staff are completing their final move at this time and are expected to conclude in the first week of August. Records services will resume at Mission Valley after this time, with appointments beginning Aug. 8. 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.

The Mission Valley headquarters will host its first [Planning Commission Meeting](#) on Thursday, July 31. The meeting will begin at 9 a.m. in the Edric Doringo Hearing Room, aka "The Edric."

## Mission Valley Customer Service Hours

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