



Industry Technology Working Group Plan Review



May 28, 2026
Hybrid: Paradise Canyon Conference Room/Teams
1:00 to 2:00 pm

Agenda

Meeting Topic: Application Submittal & Fees

1. Welcome & Recap
2. Overview
3. Current challenges & bright spots
4. Future Vision
5. Summarize takeaways and next steps
6. Working Group Schedule
7. Adjourn

Why we asked you to join us today

We sent out a survey on your experience with the Plan Review process. You responded. Today we want to share back what we heard, validate that we understood you correctly, and discuss where to focus first.



Response Volume

12 substantive responses from the design and engineering community.

12

Substantive responses

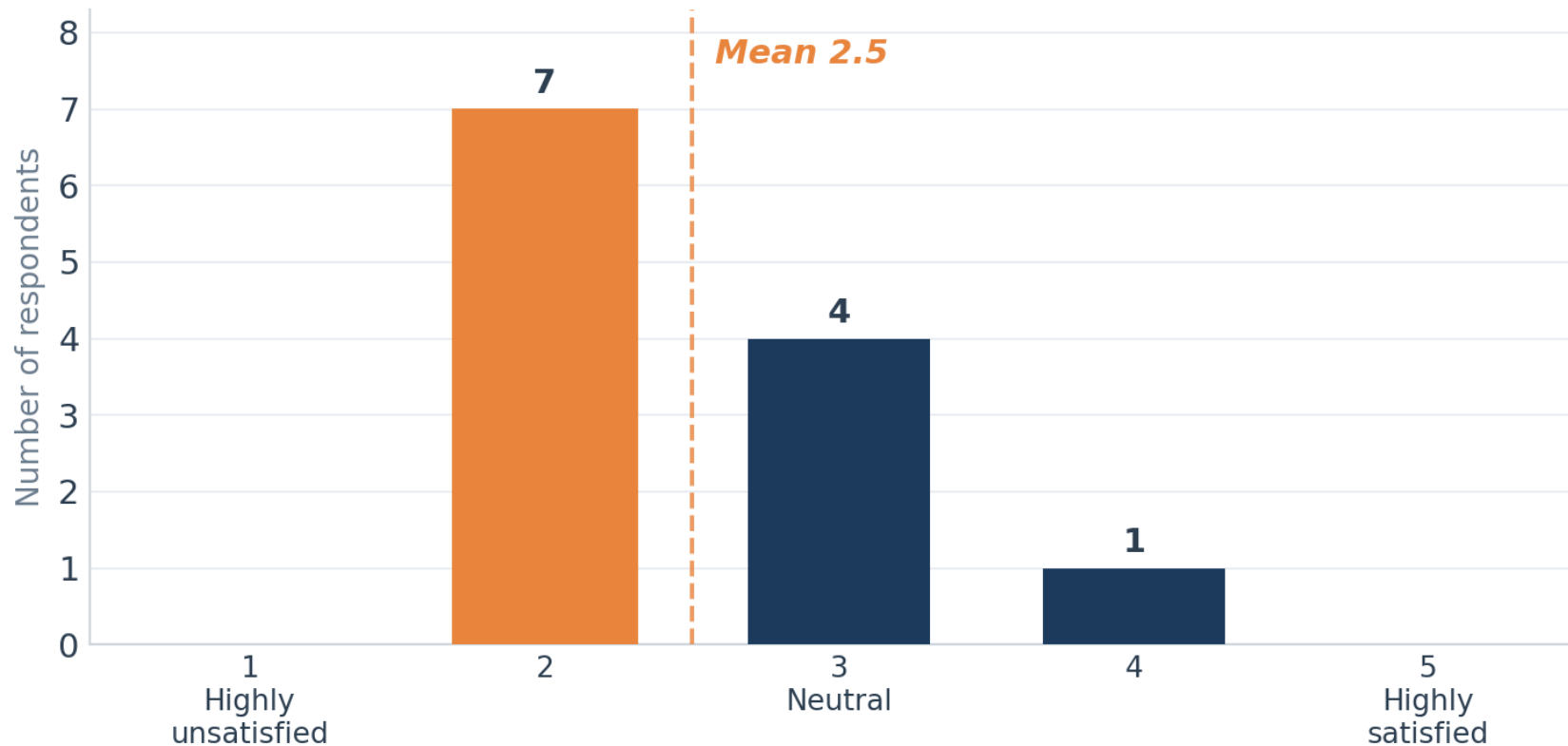
7

Firms represented

2.5

Mean satisfaction (out of 5)

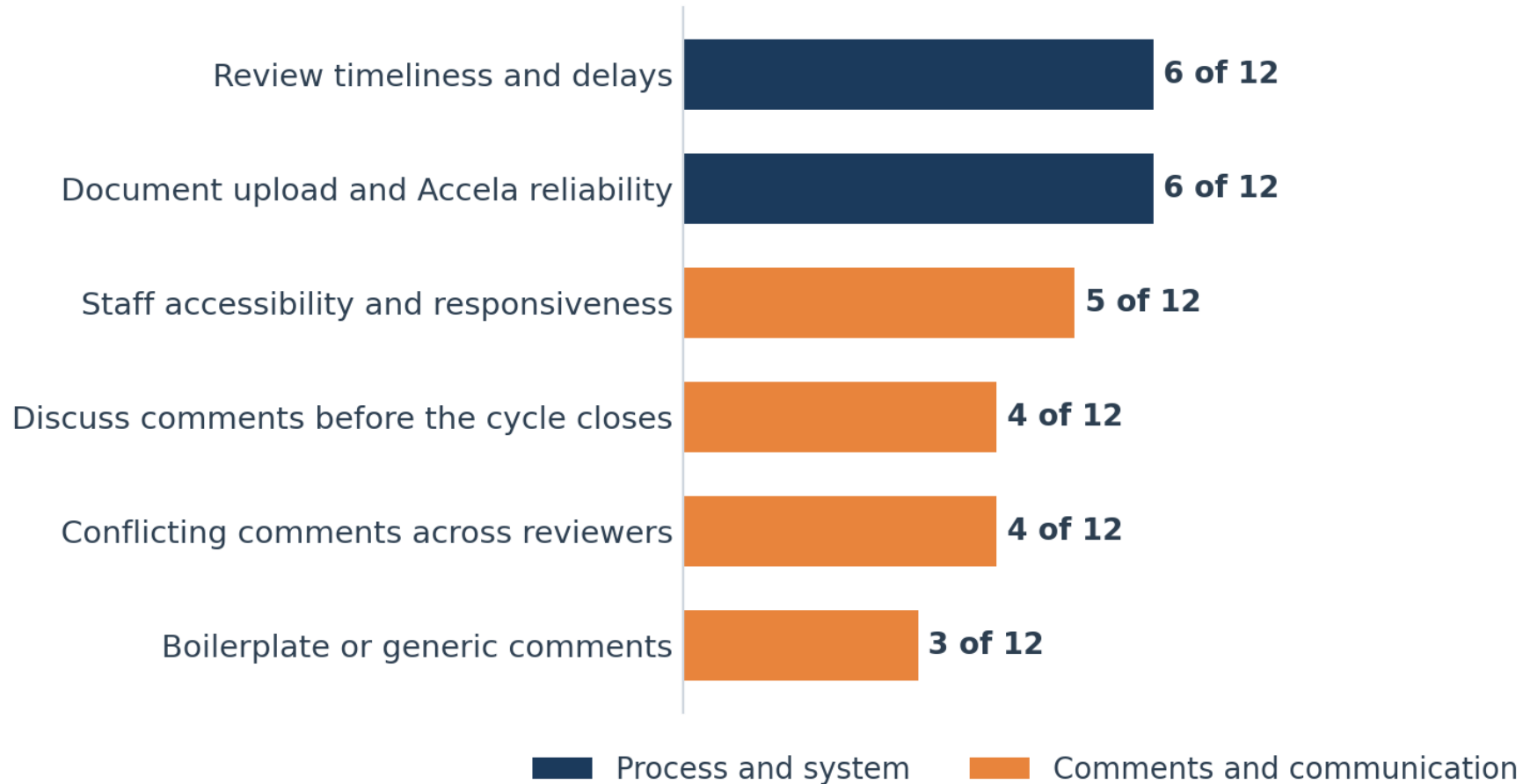
How respondents scored Plan Review



Satisfaction skews clearly negative. **Seven of twelve** respondents rated Plan Review a 2, only one rated above neutral, and no one rated it a 5.

Most-cited themes across responses

Plan Review



What you said is working

Even with low overall scores, specific strengths came through. These are what we want to protect.



Digital, paperless submittal

Online submission is a clear improvement over in-person, even if the system is touchy.



Thorough review

Issues are usually caught and not missed, even when comments arrive late.



Correct routing

Submittals reach the right departments.



Helpful Development Project Managers

Named repeatedly as trying hard and adding real value when reachable.



Support from senior staff

Assistant directors and deputies called out as excellent when escalation is needed.



Online invoice payment

Paying invoices online works well and is appreciated.

Other items you raised

Beyond the top themes

1

Concurrent department review

Let one discipline clear comments while others continue, rather than waiting for the whole cycle to close before resubmittal.

3

Comment response format

Comments arrive as PDFs that cannot be copied into a response, with no page references or plan markup.

5

Self-certification expansion

Carried over from the last survey. Interest in growing self-certifiable project types.

2

Inaccurate due dates

Posted review dates are often wrong, making it hard to plan around them.

4

Invoice and payment process

Lost checks, unclear where to send payment, and reviews stalling while invoices clear.

6

Fee estimator back online

Carried over from the last survey. Wanting an estimator to inform customers on cost.

Where should we focus first?

The four areas we propose to dig into for the rest of our time together.

A

Review Speed

Timeliness, cycle structure, concurrent review

B

Comment Quality

Boilerplate, conflicting, project-specific comments

C

Mid-Review Communication

Discuss before close, staff access, who to contact

D

Upload Reliability

Accela uploads, document handling, revisions

Upcoming Meetings* (2 remaining meetings)

- June 11 2026: Inspection services
- June 25 2026: Information Reporting/AI

* **Meeting Schedule and Material:** <https://www.sandiego.gov/development-services/public-hearings-meetings-notice>

DSD Industry Technology Working Group Meeting

Questions?