



Industry Technology Working Group Inspection Services



Agenda

Meeting Topic: Inspection Services

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 Inspection 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

9 responses from the design, development, and construction community.

9

Survey responses

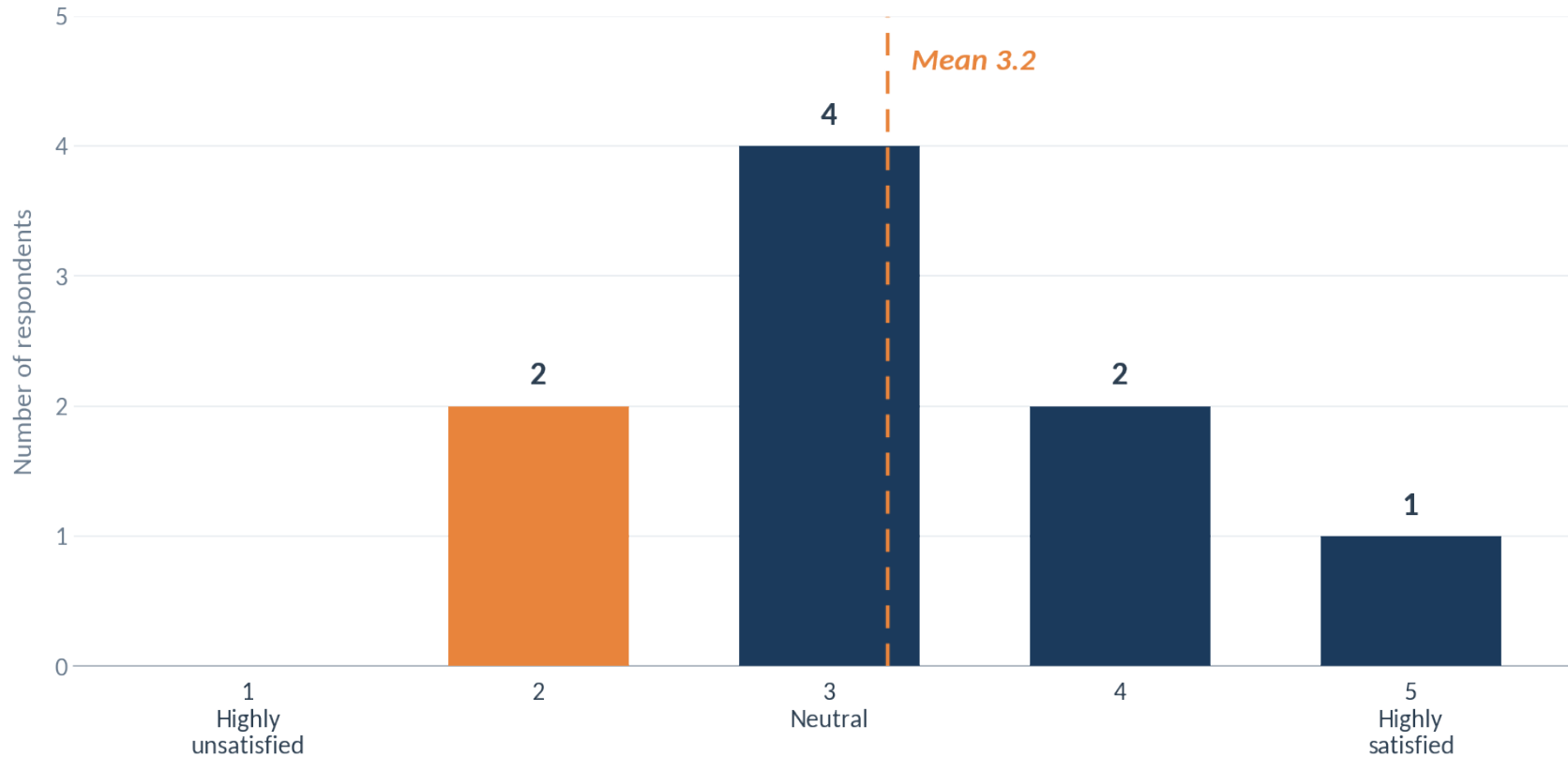
7

Firms represented

3.2

Mean satisfaction (out of 5)

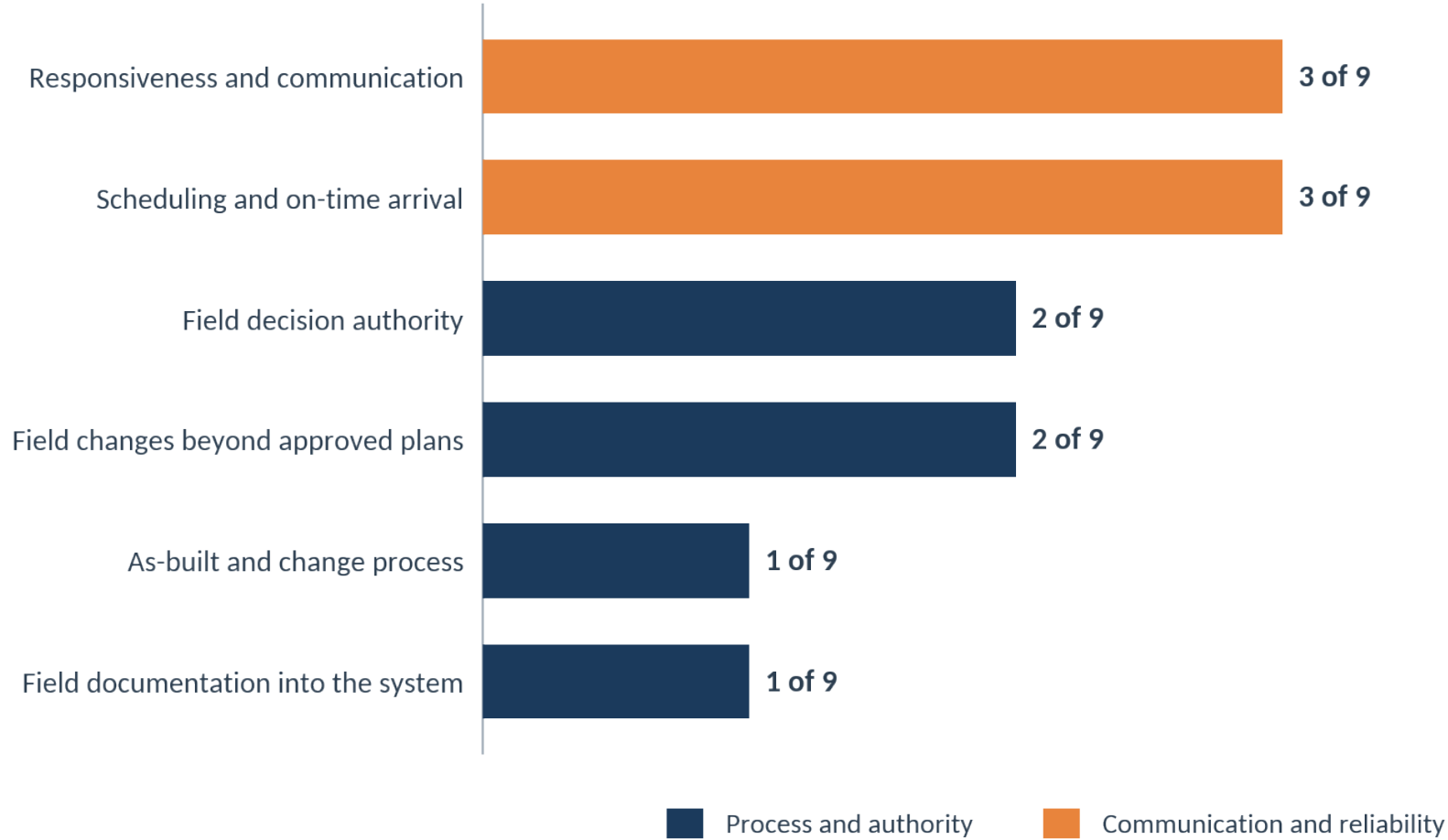
How respondents scored Inspection



Satisfaction centers on neutral. **Four of nine** respondents rated Inspection a 3, with the rest split fairly evenly above and below and one highly satisfied.

Most-cited themes across responses

Inspection



What you said is working

Several clear strengths came through in the responses. These are what we want to protect.



Helpful, project-focused inspectors

Inspectors are friendly and helpful, and want to keep projects moving forward.



Standout individuals

Several inspectors and engineers were named individually as assets who keep work moving.



Inspector continuity where it happens

When the same inspector stays with a project, customers value that continuity.



Clear up-front payment process

Collecting payment before inspection services works well.

Other items you raised

Requested capabilities and current friction points

1

Inspector contact info in the system

Requested. A way to see inspector contact information in the permitting system, within the inspection record.

3

Central dispatch system

Requested. A central dispatch where inspectors can access what they need to inspect and sign off quickly.

5

Lab coordination and accountability

Current issue. City lab over-booking causes early, late, or missed inspections, with unclear ownership of the risk.

2

Online inspector calendar

Requested. The ability to view inspector calendars and available times online to coordinate the right team on site.

4

Field documentation into the system

Current issue. Field sign-offs do not reliably make it into the system, and the yellow card requirement is unclear.

6

As-built process and timing

Current issue. The as-built and construction change process takes too long, including review and approval time.

OPEN DISCUSSION

Where should we focus first?

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

A

Scheduling & Dispatch

Online calendars, central dispatch, lab coordination, on-time arrival

B

Communication Access

Inspector contact info, responsiveness, status updates

C

Field Decisions

Resolving minor issues on site, escalation paths, approved-plan changes

D

Documentation & As-Built

Field sign-offs into the system, as-built and change process timing

Upcoming Meeting* (1 remaining meeting)

- 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?