

# Customer Webinar: DSD'S New Online Permit for Building and Engineering

As a courtesy:

- ❖ Please mute your microphone when not speaking
- ❖ Use the Hand Raise feature to ask questions
- ❖ Use the Chat feature to submit any questions
- ❖ Additional time for questions will be available at the end of the program

The program will begin at 2 p.m.

July 1, 2021



Development  
Services

# Background: Online Permitting



## DSD introduced online permitting in 2018 - Phase I

- ✓ No-Plan Mechanical Electrical Plumbing
- ✓ Traffic & Transportation
- ✓ Residential Solar PV



## Hybrid PTS: DSD converted all permits to online during COVID-19

- ✓ Voluntary - May 4, 2020
- ✓ Mandatory - July 1, 2020



## 2021- Phase II: DSD will replace Hybrid PTS with upgraded cloud permitting

- ✓ Standalone Permits (COMPLETED March 2021)
- ✓ Building (July 2021)
- ✓ Engineering (July 2021)
- ✓ Discretionary (Fall 2021)

# New Online Permitting Types Coming - July 19, 2021

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The new online permit types include:

- ✓ **Building**
  - Buildings, Master Plan, CIP and Special Program Projects
  - Construction Changes to a Building Permit & Deferred Submittal
- ✓ **Engineering**
  - Grading
  - Mapping
  - Public Improvements
  - Public Right-of-Way





# New Online Permitting Types

Home **DSD Permits** DSD Code Enforcement

Create an Application

Search Applications

**New! Building and Engineering**

Select a Record Type

► **Building Applications**

- ☐ Building Construction
- ☐ Building Construction - CIP or Public Project
- ☐ Building Construction - Master Plan Accessory Structure
- ☐ Building Construction - Master Plan MDU
- ☐ Building Construction - Master Plan SDU
- ☐ Building Construction - Special Programs
- ☐ Building Construction Change
- ☐ Deferred Fire Submittal
- ☐ Deferred Submittal
- ☐ Demolition
- ☐ Fire
- ☐ Fire Construction Change
- ☐ No-Plan - Nonresidential/Multifamily - Electrical
- ☐ No-Plan - Nonresidential/Multifamily - Mechanical
- ☐ No-Plan - Nonresidential/Multifamily - Plumbing
- ☐ No-Plan - Residential - Combination Mech/Elec/Plum
- ☐ Photo-voltaic Construction Change
- ☐ Photo-voltaic Residential Project

- ☐ Plan - Mechanical/Electrical/Plumbing Standalone
- ☐ Sign

► **PTS**

- ☐ PTS Electronic Submittal

► **Traffic & Transportation**

- ☐ Traffic Control Permit
- ☐ Transportation Permit

► **Miscellaneous Applications**

- ☐ Others

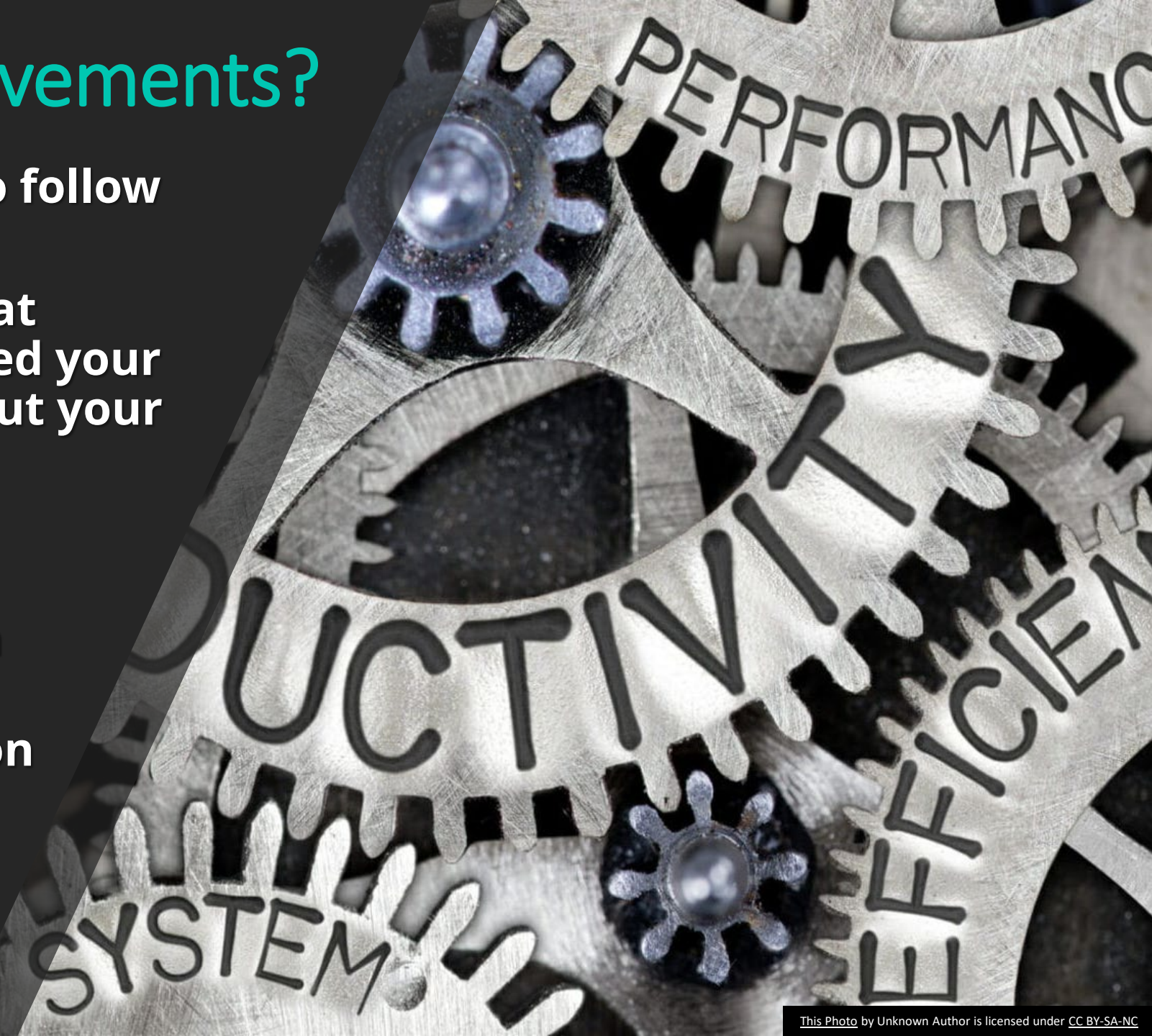
► **Grading, Right of Way, Mapping Applications**

- ☐ Deferred As Graded
- ☐ Engineering Construction Change
- ☐ Grading, ROW, Mapping - Associated Submittal
- ☐ Grading, ROW, Mapping - Standalone
- ☐ Right of Way - Dry Utilities
- ☐ Right of Way - Minor - Rapid Review

**Continue Application**

# What are the Improvements?

- More intuitive and easier to follow online experience
- The system will tell you what documents are needed based your responses to questions about your project
- All in one location: Project review status, review comments and invoice with 24/7 access
- No more General Application document needed
- New Customer User Guide with Step-by-Step Instructions





# Open DSD – Customer Experience

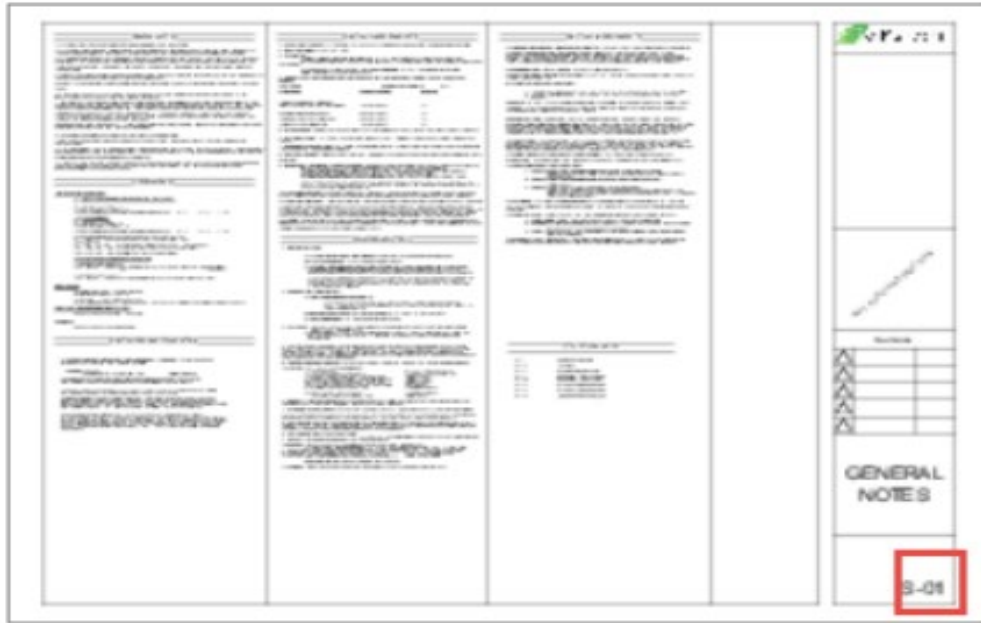
- ✓ **DSD User Guide Gives Step-by-Step Instructions**
- ✓ **Easy tips include:**
  - Creating an OpenDSD account
  - How to check your PDF file
  - Uploading Documents
  - Resubmitting Documents
  - Final Plans and Permit Received
  - Paying invoices
  - Scheduling inspections

- ✓ **File Size = 200 MB Maximum**
- ✓ **Page Size = 8.5 X 11 up to 34 X 44**
- ✓ **Page Orientation = Verify pages are not upside down or sideways**
- ✓ **Password Protection = Check security setting and do not password protect**
- ✓ **Annotations and Comments = Flatten you file!**

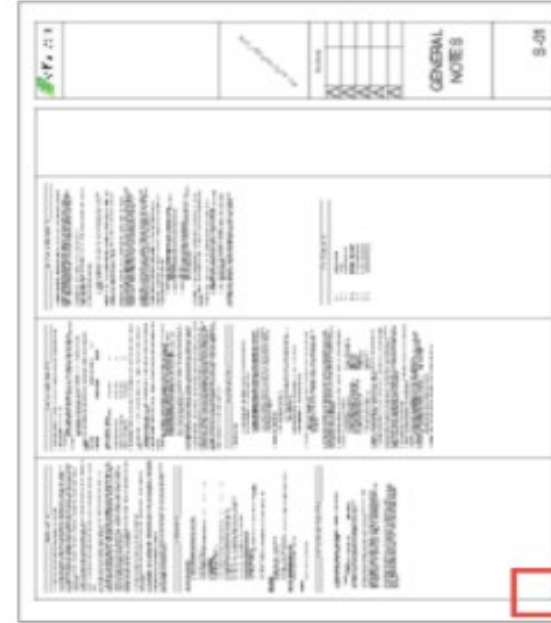


# SD Formatting Your Online Documents

- ✓ DSD's Customer User Guide to Online Permits will provide step by step instructions
- ✓ Templates and forms will be available that meet page numbering requirements
- ✓ Link to Learn More at [bit.ly/3gnM5SQ](https://bit.ly/3gnM5SQ)

A screenshot of a permit form oriented horizontally. The form contains various sections with text and checkboxes. On the right side, there is a vertical column labeled 'GENERAL NOTES' and a small box at the bottom right containing the text 'S-01'. The entire form is rotated 90 degrees clockwise, so the text is vertical.

GOOD ROTATION

A screenshot of a permit form oriented horizontally. The form contains various sections with text and checkboxes. On the right side, there is a vertical column labeled 'GENERAL NOTES' and a small box at the bottom right containing the text 'S-01'. The entire form is oriented horizontally, which is incorrect for the intended use.

BAD ROTATION



# SD Formatting Your Online Documents

## ➤ Good Example of Sheet Numbering

<small>SHEET</small>  <b>D1</b>  <small>OF 1 SHEET</small>	<small>SHEET:</small>  <b>D2</b>
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## ➤ Bad Example of Sheet Numbering

<small>DRAWING NO.</small>  <b>4245-C</b>	<small>REV.</small>  
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<small>SHEET NO:</small> <b>ENT- 00</b>	<small>1 OF 65</small>
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# Live Demonstration



OpenDSD  
Development Services Department

Search + New

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Please note that this is the TEST environment for testing and development.

Do not share this link or use screenshots from these pages for documentation, as they may contain features not yet available in Production.  
You can find the Production system at the following link: <https://aca-test.accela.com/SANDIEGO/SANDIEGO/Default.aspx>

**Home** DSD Permits DSD Code Enforcement

Advanced Search

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Work in progress



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# Live Demonstration



# Need Help?

## Virtual Counter Service

- ✓ DSD's new Virtual Counter Service launched Oct. 16, 2020
- ✓ Services available
  - ADU, Signs and Zoning
  - Downtown Planning & Zoning
  - Engineering / Right-of-Way Permits
  - Historic - 1st Contact Assistance
  - Landscape
  - No-Plan Permit and Resubmittals
  - Planning & Zoning
  - Records Review - In person
  - Traffic Control





zoom

# Customer Webinars

1. **Building Permits**  
Thursday, June 17 | 9 to 10 a.m.
2. **Engineering Permits**  
Thursday, June 24 | 11 a.m. to noon
3. **Building and Engineering Permits**  
Thursday, July 1 | 2 to 3:30 p.m.
4. **Building Permits**  
Thursday, July 8 | 9 to 10 a.m.
5. **Engineering Permits**  
Thursday, July 15 | 11 a.m. to noon
6. **Building and Engineering Permits**  
Thursday, July 22 | 3 to 4:30 p.m.

**Learn Easy Tips and see live stream demo!**



# Contact Information



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**THANK YOU!!!**