User Guide for a Temporary Outdoor Business Operation Permit

DEVELOPMENT SERVICES

Development Services

The Temporary Outdoor Business Operation Permit supports the recovery of local retail outlets and restaurants devastated by economic impacts from COVID-19 by helping businesses with limited footprints operate in outdoor settings adjacent to their businesses and get closer to the sunshine. The goal is to help businesses with space constraints expand operations outdoors so they can cost-effectively implement safety, health and distancing protocols.

The permit will temporarily allow for the expansion of outdoor dining and retail on to the public right-of-way (sidewalks), pedestrian plazas and parking spaces.

Issuance of the temporary permit will be subject to guidelines or mandates for public gatherings and social distancing in accordance with the County of San Diego public health orders and guidelines from the California Department of Public Health and Centers for Disease Control and Prevention. As with all guidance that relates to COVID-19 response, permit requirements will be regularly evaluated or updated to respond to any changes to ensure the public health and safety.

Eligible Businesses

The following businesses with an active business tax certificate and all other applicable license or permits may apply:

- Eating and drinking establishments
- Retail and wholesale businesses

Application Guidelines

All NEW submittals and EXTENSIONS for a Temporary Outdoor Business Operation Permit must be submitted electronically with the Development Services Department.

Application requirements include:

- A valid business license to operate in the City of San Diego and $1 million general liability policy
- Comply with the Americans with Disabilities Act and the accessibility guidelines of title 24 of the California Code of Regulations
- Submit an application online for a Temporary Outdoor Business Operation area including a site plan indicating the proposed boundary in the public right-of-way
- Submit a signed Encroachment Maintenance Removal Agreement (EMRA)

Website and Login at OpenDSD

1. Visit https://aca.accela.com/SANDIEGO/Login.aspx
2. Create/register for a new User Account or log in to an existing account

File Organization

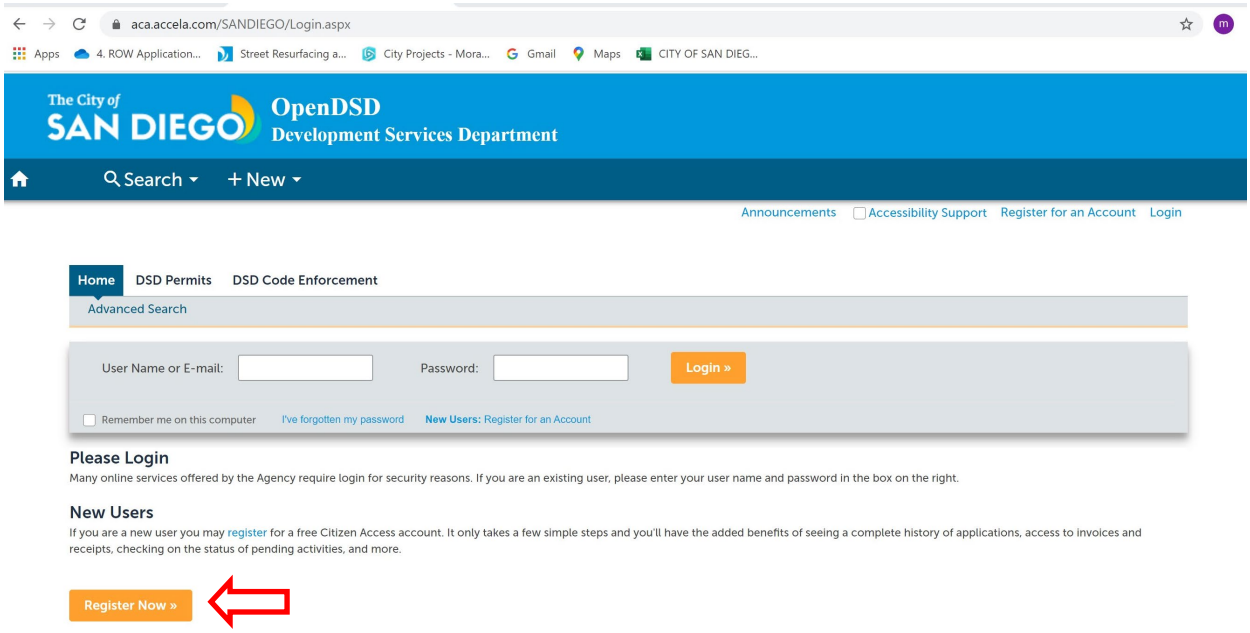
Each document should be uploaded as a separate record type otherwise previously uploaded file will be overwritten (see step 2.7, page 7)

Hints & Tips

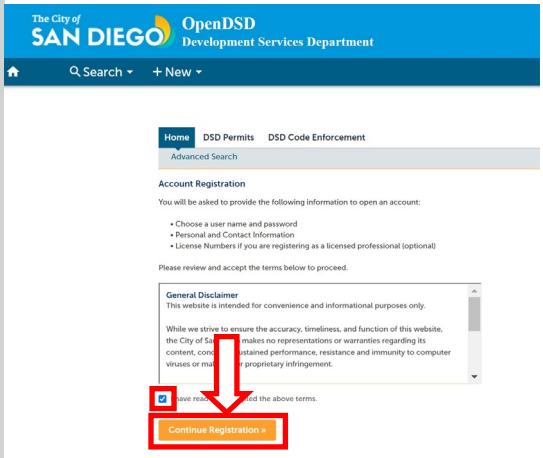
Be organized. Create a folder for your Project. Name all the files based on what the document type is going to be. Label all the files and provide the description.

Create A New OpenDSD Account

Step	Action & Screen Reference
1	1. In https://aca.accela.com/SANDIEGO/Login.aspx 2. To create an account, select "*New Users: Register for an Account*". If you have an account skip this step and go to step 2.

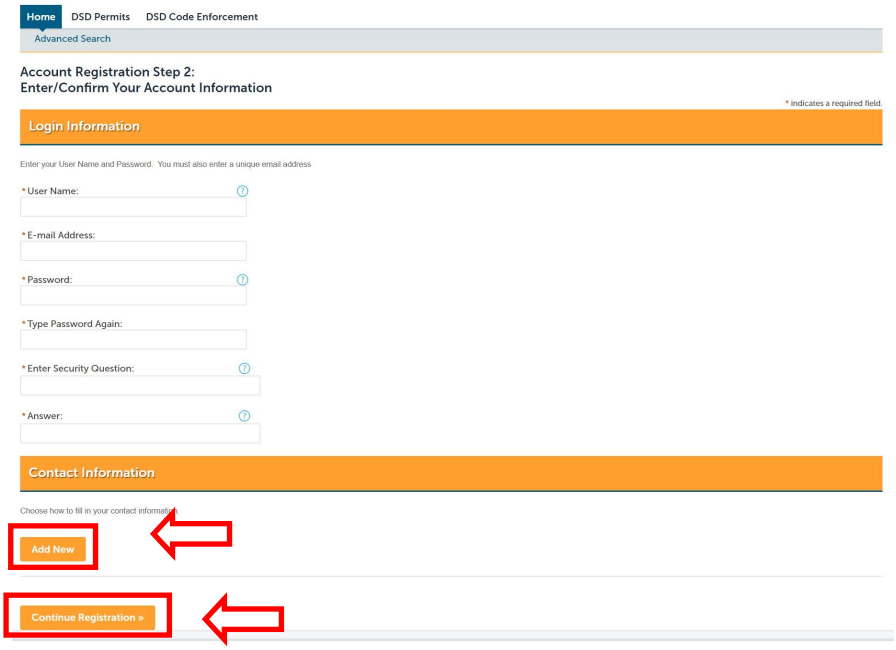


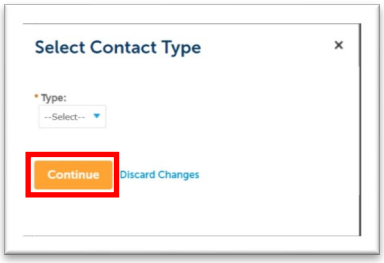
3. Check "*I have read and accepted the above terms*" and click "*Continue Registration*"

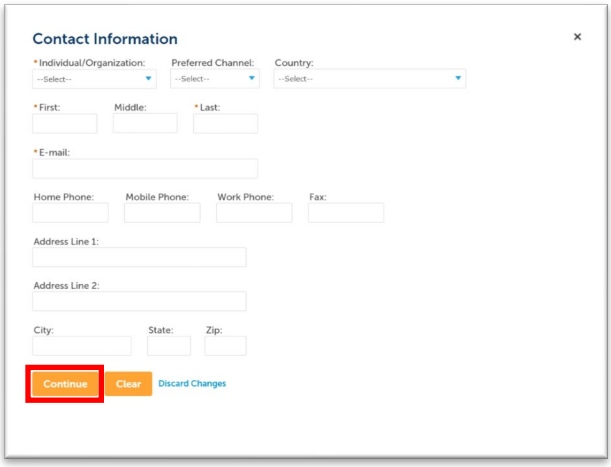


4. Fill out all the "Login information" and add new "*Contact Information*". This information will be used when you apply for permits

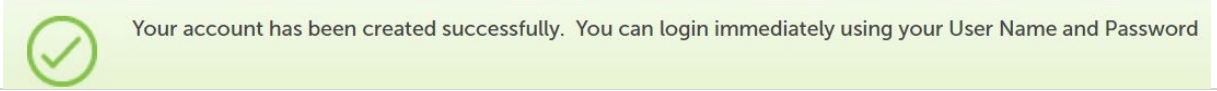
Step	Action & Screen Reference
1	





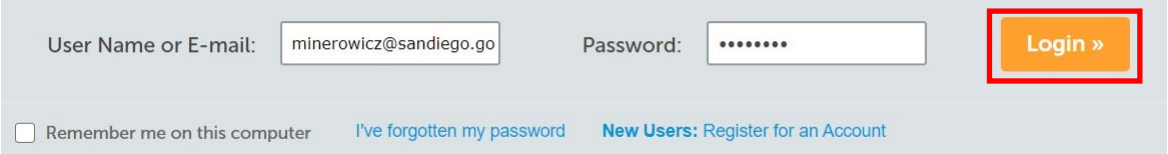


5. When done click "*Continue Registration*" and you should receive a message

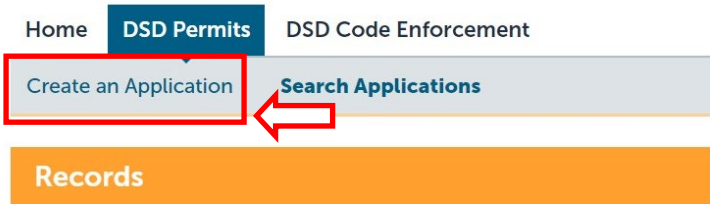


Create an Application and Submit Documents

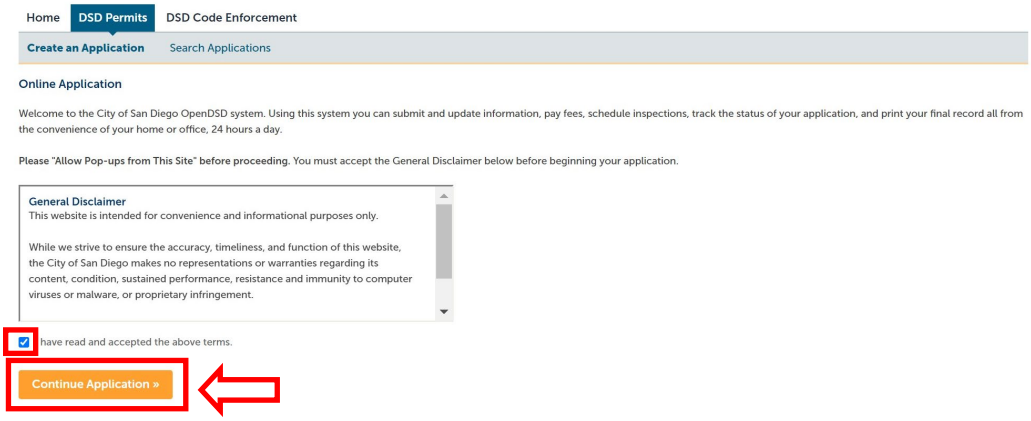
Step	Action & Screen Reference
2	1. Log into your account by entering the user details



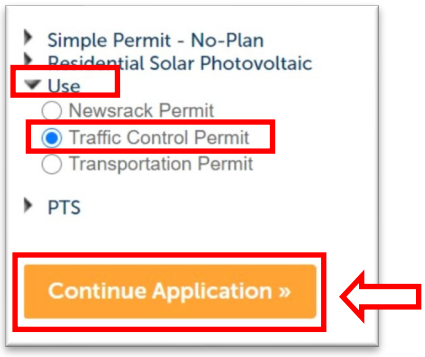
2. Click on "*DSD Permits*" and select "*Create an Application*"



3. Click on "*I have read and accepted the above terms* " and select "*Continue Application*"

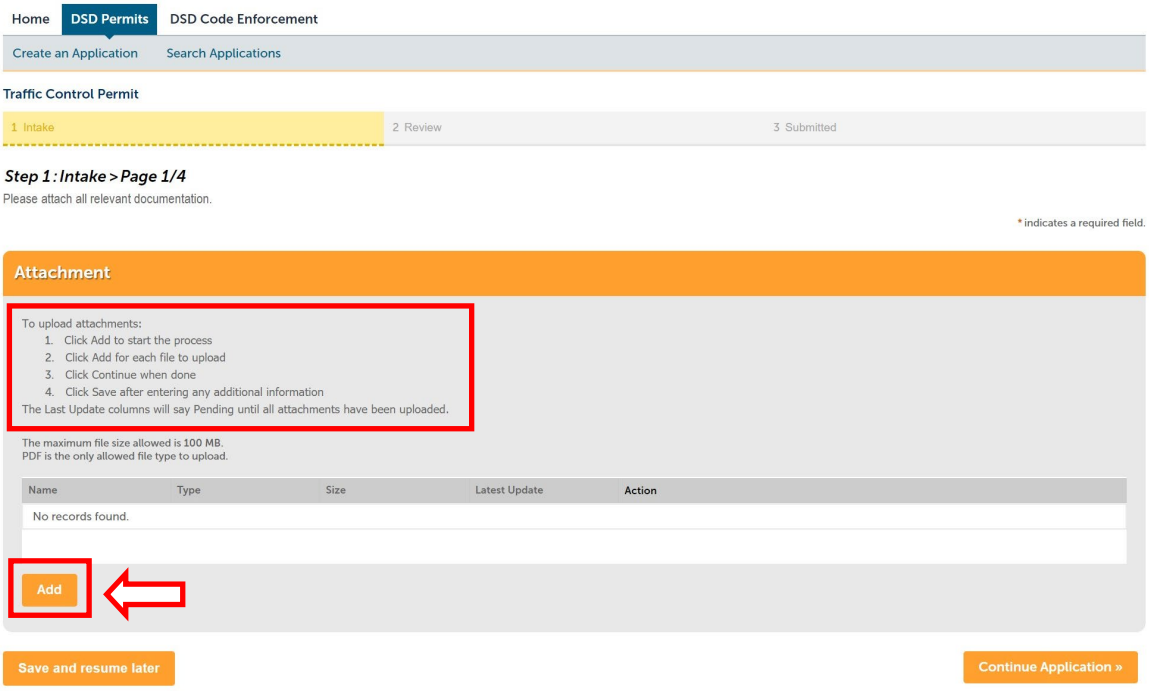


4. Click on "*Use* ", select "*Traffic Control Permit*" and press "Continue Application"

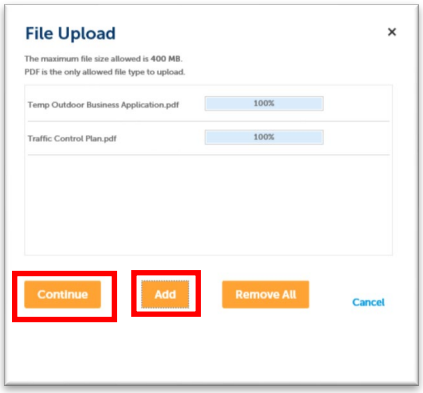


Step	Action & Screen Reference
2	

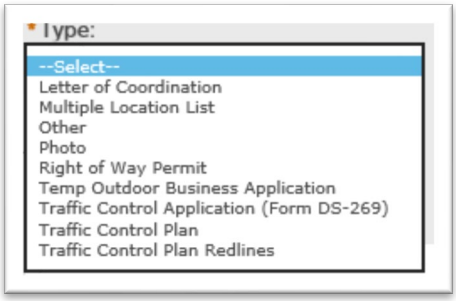
5. Make sure to follow the instruction provided on the screen.

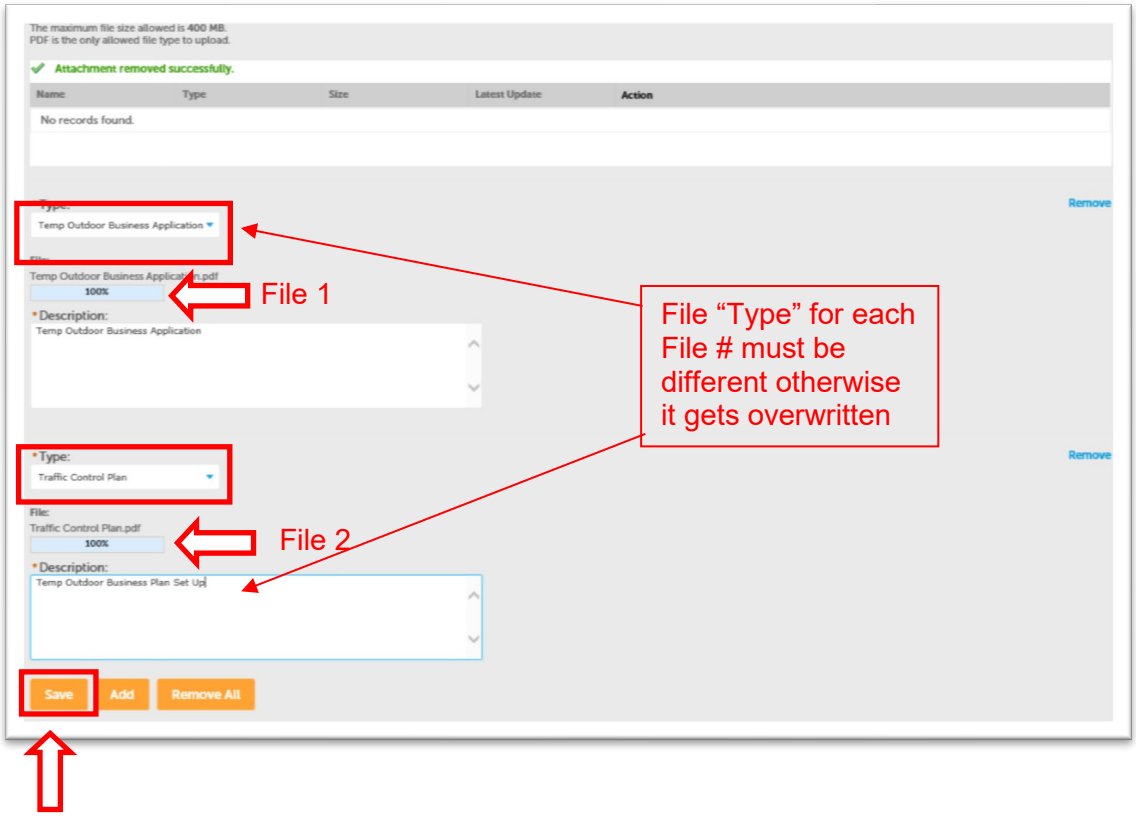


6. To upload a document(s) click on "*Add*". Add all the files you need to upload and click "Continue"



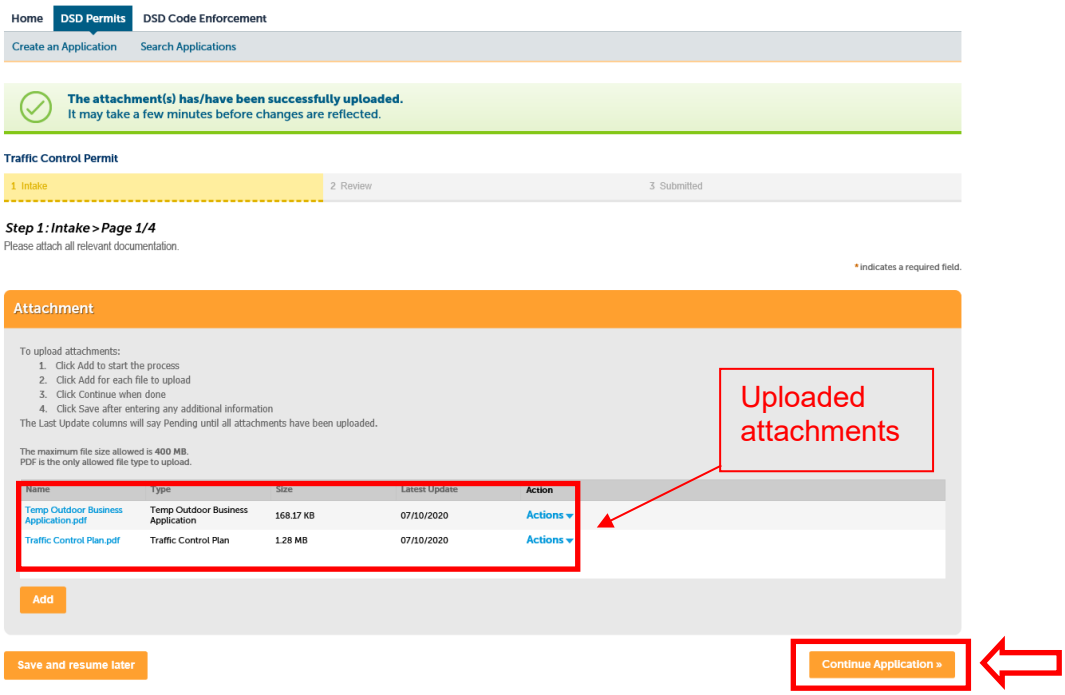
Step	Action & Screen Reference
2	7. All uploaded files will show up on the screen. Now you will need to specify what each file represents. Do NOT use the same "TYPE" for two different documents as one document will be overwritten. Make sure to fill out the "Description" field and click "*Save*".



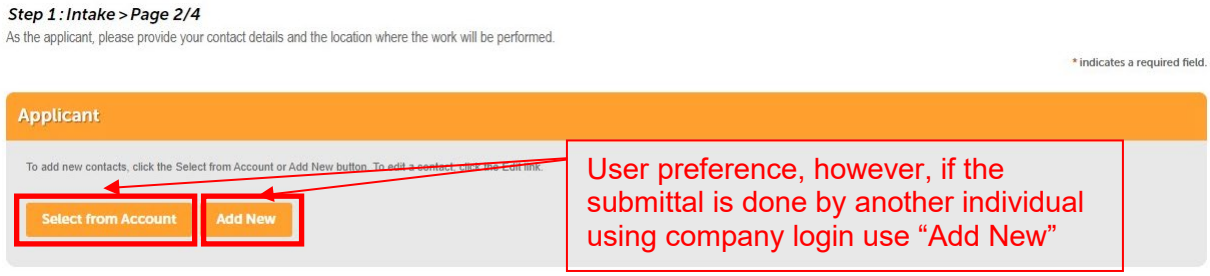


Step	Action & Screen Reference
2	

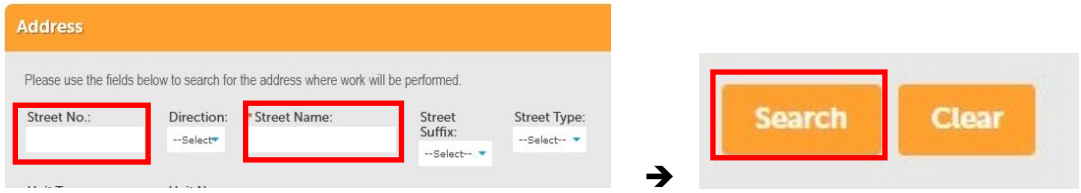
8. You will see all your attachments and confirmation they have been saved successfully. Click on "*Continue Application*"



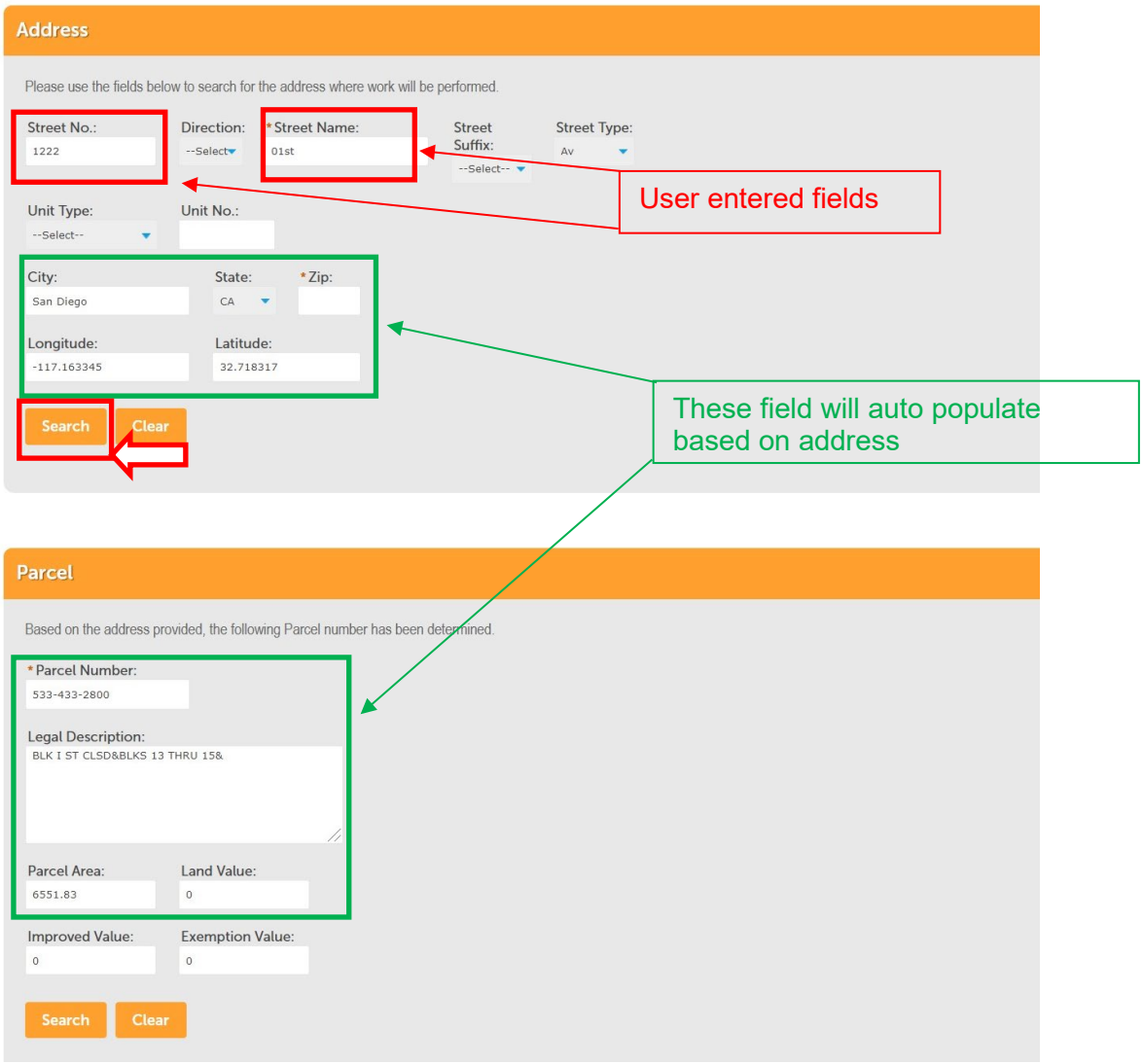
9. Enter "Applicant" information either from "*Select from Account*" which will pull the information entered during account registration or "*Add New*" and enter all required fields indicated by a *. "*Add New*" allows user to enter different contact information from the one saved in the account.



10. Enter project "Address" by filling out the "*Street No:*" and "*Street Name*" fields and then click on "*Search*". The application will automatically populate remaining fields.



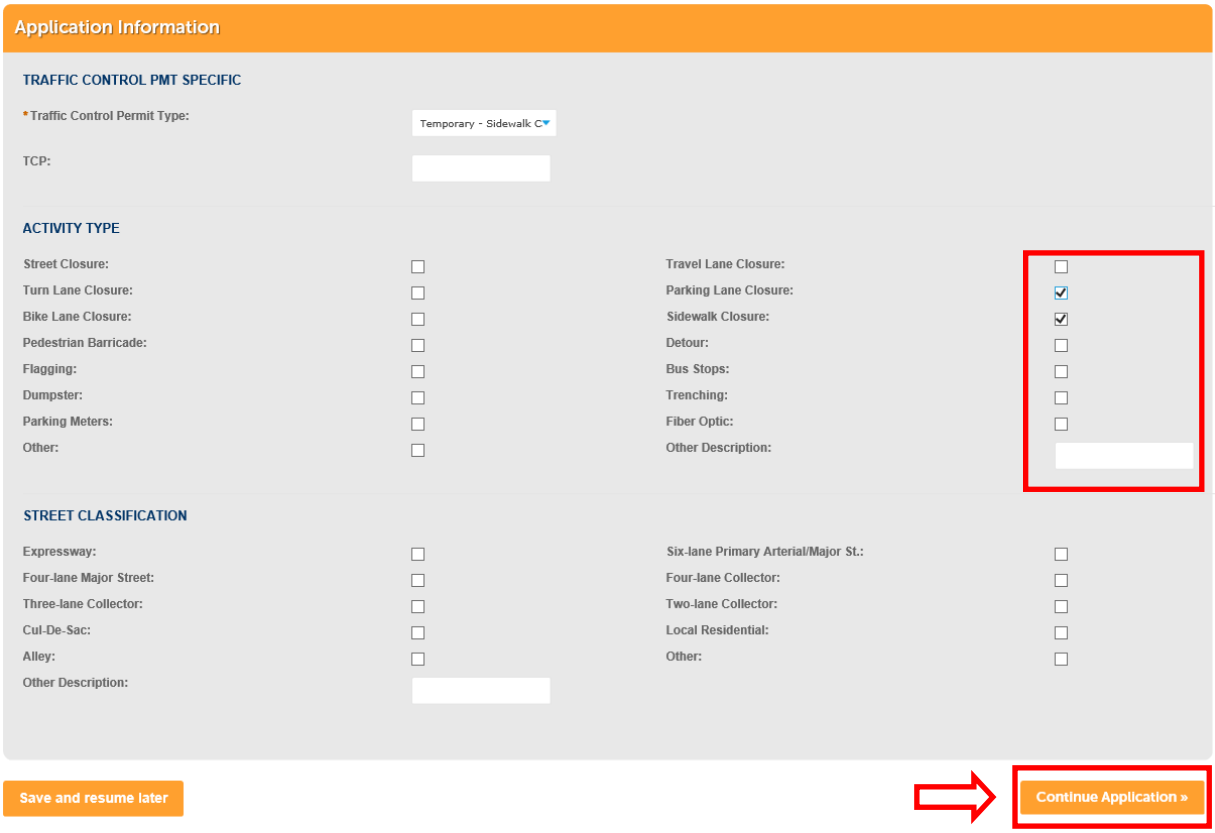
Step	Action & Screen Reference
2	11. Note project address should be taken from the ROW or the address associated with the project. If you receive an error message use **1222** as "*Street No.*" and **01** as "*Street Name*". Click on "*Continue Application*"



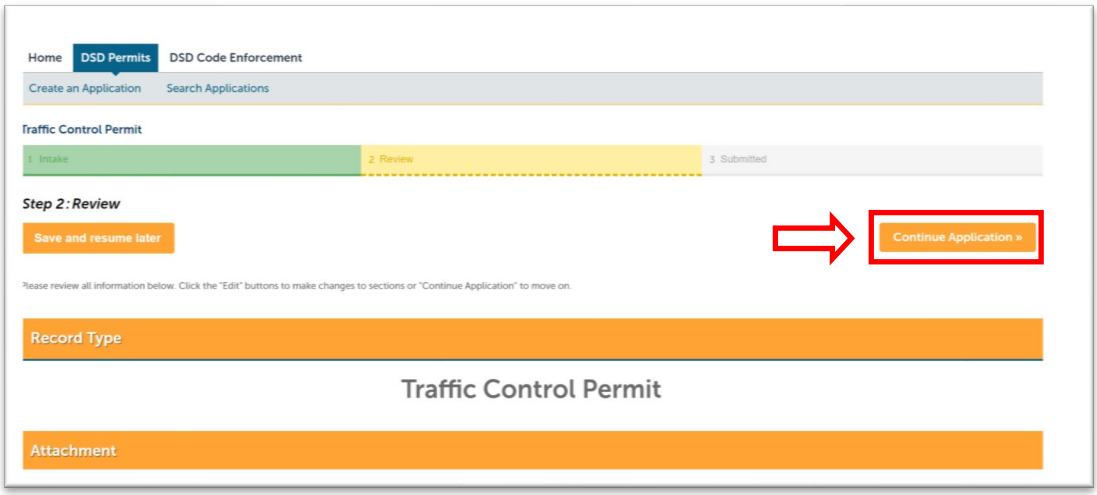
12. Next enter "*Permit Holder*" and "*Inspection Contact*". Permit holder is the owner of the permit while "*Inspection Contact*" is the person in charge at the work site. Note applicant can be the "*Permit Holder*" and "*Inspection Contact*". Click on "*Continue Application*".

Step	Action & Screen Reference
2	13. Next fill out “Application Information” which applies to your traffic control permit request. Specify what type of work is being performed by selecting one of the three options below. For dumpster permit select “Other Work”

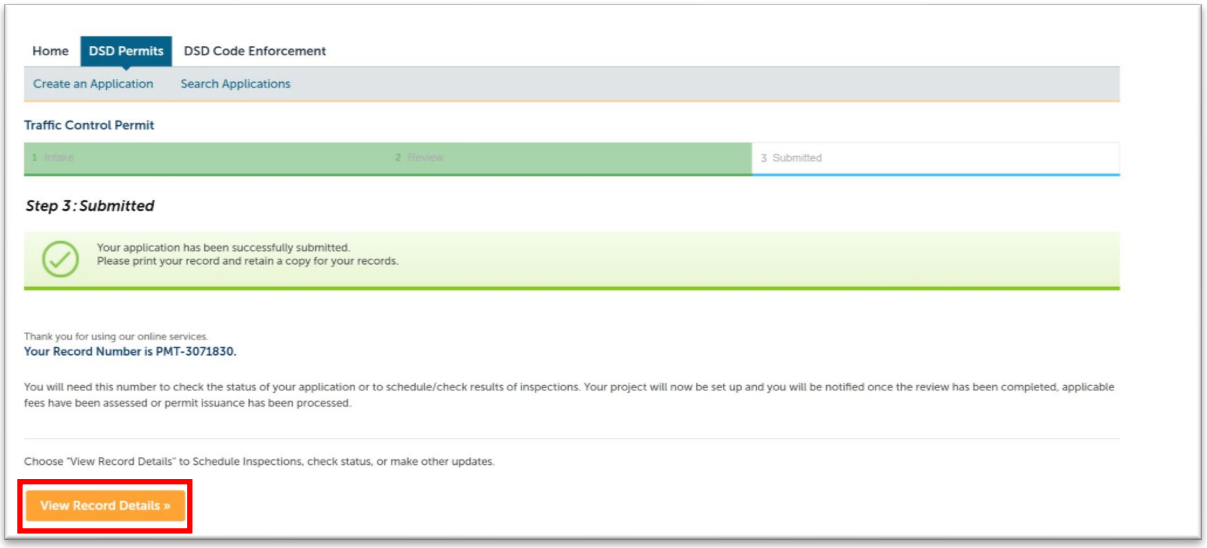
14. Check off all fields that apply to your traffic control permit request by clicking on the check box located next to the entry.



Step	Action & Screen Reference
2	15. Review your application request and if all information is correct click on "*Continue Application*"



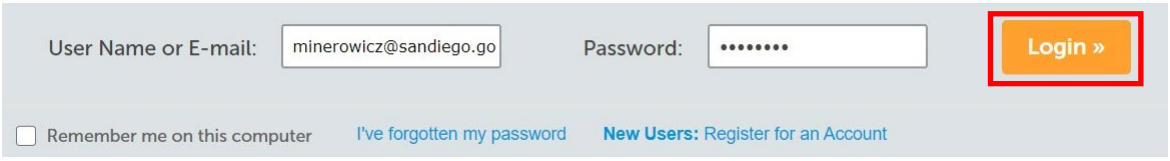
16. You will receive confirmation your application has been successfully submitted. Make sure to save your PMT-xxxxxxx. This number corresponds to the submitted request and will be used to pay the invoice, if the permit is approved. Note any new request, resubmittals or extensions will be assigned a different PMT-number. If a rejected application is resubmitted it will be assigned a new PMT-number.



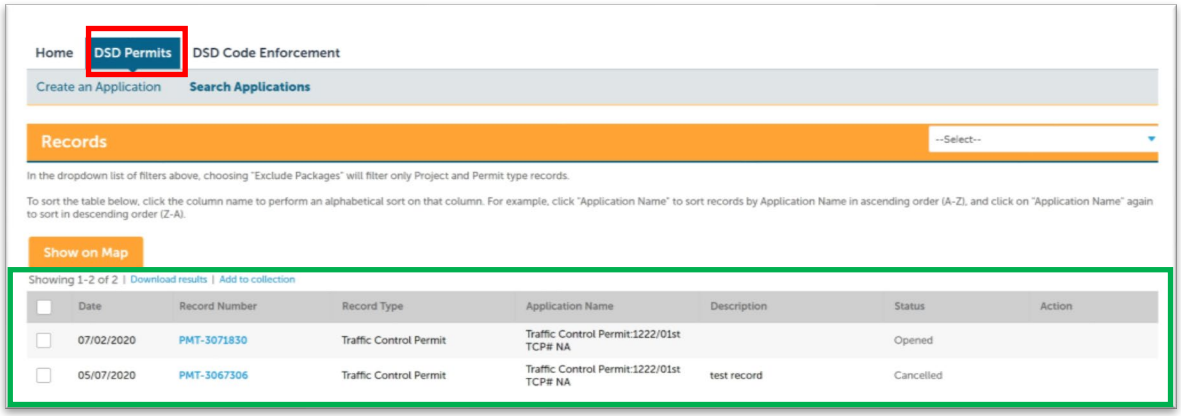
17. To go to your application, click on "*View Record Details*".

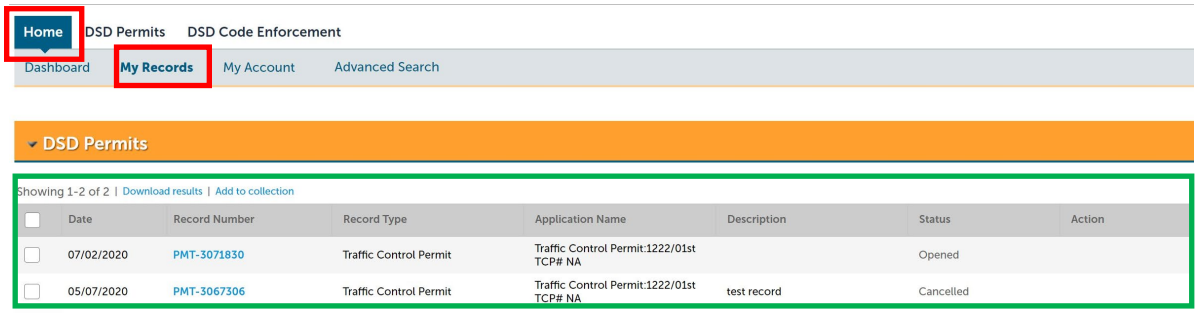
Check Application Status

Step	Action & Screen Reference
3	1. Log into your account by entering the user details



2. Click on "*DSD Permits*" and your record will be shown or select the "Home" tab and Click on "*My Records*". By clicking on the "*Record Number*, PMT-xxxxxxx" you can view the application





Approved Permit

Step	Action & Screen Reference
4	1. Note upon permit approval, city staff will send an email to the applicant stating the Permit has been appproved. 2. Please maintain a copy of the permit for your record on premises of the business.

Frequently Asked Questions (FAQs)

Do I need an account to submit projects?
Yes, login to your OpenDSD account to apply for a permit,.

Who do I contact if I need help?
TemporaryOutdoorPermit@sandiego.gov

What does it mean when my PTS-0XXXXXX status is…?

Opened
Project has been created and is awaiting document upload

Updates Required
Submittal is not Deemed Complete and either additional documents are needed or revisions to submitted documents are required, refer to email sent and upload new requested items.

Deemed Complete
Documents meet minimum submittal requirements and are ready for Discipline Reviews

In Review
Plans have been routed for review assignment, track progress in OpenDSD

Ready for Final Version
All disciplines have signed off, upload plans with all corrections incorporated for comparison.

Final Version Submitted
You have uploaded final version for comparison and stamping by staff

Ready for Issuance
Plans have been stamped and required items identified in the Project Tracking System (PTS) Submittal Requirements Report for permit issuance.

Approved
Your permit has been issued in PTS.

I Uploaded the Wrong Document, Who Do I Contact?

You will be able to delete your document and upload a new document: If your project is still in "Open" status on OpenDSD.

You will not able to upload any documents: Once your project is in "Submitted or In-Review" status. You will need to contact your system manager on the project who emailed you the confirmation Project Tracking System Number to have them "Cancel" their review and re-open the cycle, so you can upload your new version. In doing this, you might delay your project review.

When I try to upload I keep getting an error message. Why does this keep happening?
There are two solutions for you if this keeps persisting:

1. You can contact TemporaryOutdoorPermit@sandiego.gov if this is for a new application submission
2. If you have been assigned a Project Tracking System Number and are in direct contact with a system manager or development project manager, you can reach out to them via email and discuss the issue you are having.

How do I retrieve a forgotten username or password?
Use the 'Forgot Password' link on the OpenDSD Home Page

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