



CITY OF SAN DIEGO - 1222 FIRST AVE., M.S. 501, SAN DIEGO, CA 92101

# PUBLIC NOTICE

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**Date: March 18, 2024**

**Subject: DSD Online Services Upgrade for Ministerial PTS Permit Applications to Occur March 25, 2024**

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On Monday, March 25, 2024, the Development Services Department (DSD) will start converting active Project Tracking System (PTS) "hybrid" projects to a fully cloud-based, online permitting system. These include the following PTS permit applications:

- Hybrid Ministerial Building Projects.
- Hybrid Deferred Submittals.
- Hybrid Engineering Projects.
- Hybrid Construction Changes.

The digital conversion replaces the interim "hybrid submittal process" implemented in May 2020 through July 2021, transitioning from a paper-based permitting system to facilitate permitting during the onset of the COVID-19 pandemic.

The upgrade will be implemented in batches over the next several weeks. Customers with active projects in PTS will be notified of the change prior to the conversion. In addition, DSD is hosting a one-hour customer webinar on Friday, March 22 (details below) on how to use the online permitting system for converted projects:

**Friday, March 22 (10 to 11 a.m.)**

- Call-in (audio only): 833 568 8864
- Meeting ID: 161 949 2245
- Phone Conference Passcode: 736634
- Online Meeting Passcode: MVQr80
- [Join Zoom Meeting](#)

**System Upgrade Timeline**

- **Monday, March 18** – Applicants of existing PTS projects that are part of the initial batch of projects being converted will receive an email notification.
- **Monday, March 25** – The first batch of PTS projects will be transferred into the Online Permitting System at 7 a.m. After the conversion, customers will be able to access project status, project issues reports, documents and invoicing through DSD’s Online Services portal at [sandiego.gov/DSDportal](http://sandiego.gov/DSDportal).

**Need Help?**

For customer assistance or to report any issues accessing your project, please contact DSD customer service at 619-446-5000 Monday through Friday, 8 a.m. to 3 p.m.

**#DigitalDSD**

The upgrade of PTS “hybrid” Ministerial Permit applications is among the latest enhancements to the City’s permitting process to help reduce permitting processing times and provide enhanced service to customers. It is an integral part of #DigitalDSD, an initiative to modernize all DSD workplace systems and cost-effectively leverage technology to increase productivity and improve service delivery.

**Email Updates**

Visit [sandiego.gov/dsd-email](http://sandiego.gov/dsd-email) to sign up to get the latest news and updates straight from DSD.