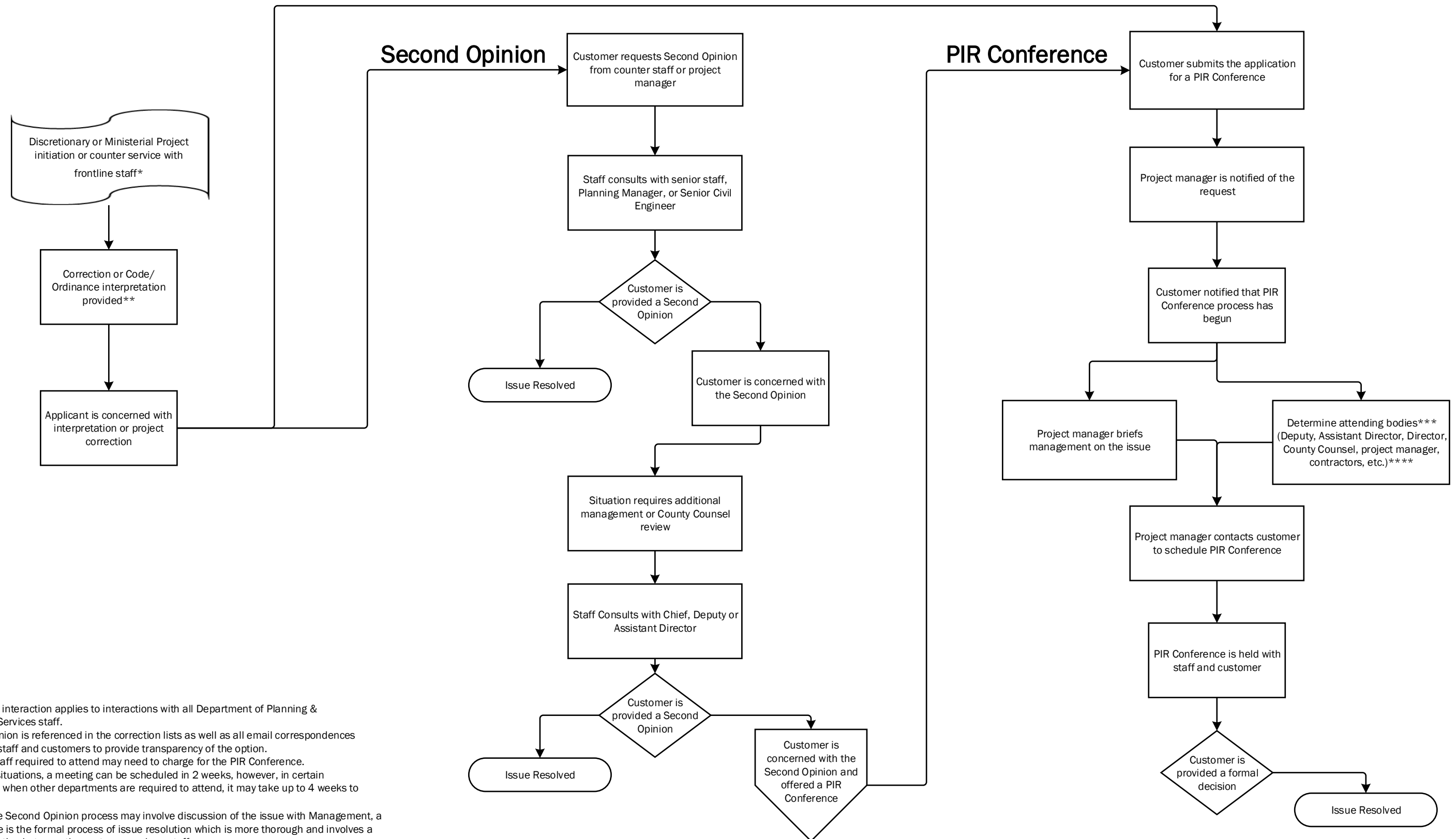




Issue Resolution Flowchart

County of San Diego, Planning & Development Services



Footnotes:

*Counter staff interaction applies to interactions with all Department of Planning & Development Services staff.

**Second Opinion is referenced in the correction lists as well as all email correspondences between PDS staff and customers to provide transparency of the option.

*** Billable staff required to attend may need to charge for the PIR Conference.

****In most situations, a meeting can be scheduled in 2 weeks, however, in certain circumstances when other departments are required to attend, it may take up to 4 weeks to schedule.

Note: While the Second Opinion process may involve discussion of the issue with Management, a PIR Conference is the formal process of issue resolution which is more thorough and involves a structured meeting between the customer and our staff.

Note: The above workflow is intended to depict a high-level process of a sample project. Every project is unique and may deviate from the above workflow depending on project variables.