Issue Resolution Flowchart
County of San Diego, Planning & Development Services

1. **Correction or Code/Ordinance interpretation provided**
   - Customer requests Second Opinion from counter staff or project manager
   - Staff consults with senior staff, Planning Manager, or Senior Civil Engineer
   - Customer is provided a Second Opinion
   - Issue Resolved

2. **Applicant is concerned with the Second Opinion**
   - Situation requires additional management or County Counsel review
   - Staff Consults with Chief, Deputy or Assistant Director
   - Customer is provided a Second Opinion
   - Issue Resolved

3. **Customer is concerned with the Second Opinion**
   - Project manager is notified of the request
   - Customer notified that PIR Conference process has begun
   - Project manager briefs management on the issue
   - Customer is provided a formal decision
   - Issue Resolved

4. **Determine attending bodies**
   - (Deputy, Assistant Director, Director, County Counsel, project manager, contractors, etc.)
   - Project manager contacts customer to schedule PIR Conference
   - PIR Conference is held with staff and customer
   - Customer is provided a formal decision
   - Issue Resolved

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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.