



County of San Diego

ISSUE RESOLUTION

The County is committed to helping customers navigate the land development process and ensuring customer satisfaction. The County recognizes land development can be complex and each project is unique. The goal of the Issue Resolution process is to help facilitate processing of each permit application in an efficient and timely manner by elevating technical project issues to our Executive Management team. There are two forms of Issue Resolution. Second Opinion is one form of Issue Resolution where a Project Manager or front-line staff obtains a second opinion from Senior Staff or a Manager (see PIR Policy Handout and Second Opinion Flowchart). Project Issue Resolution Conference is another form of Issue Resolution where a meeting is requested between an applicant, our Executive Management team, and County Project Staff to discuss issues and identify solutions that were not able to be resolved with a County Project Manager due to interpretations of a code or other unique circumstances related to a project.



Contact Information, Resources & Additional Questions

Please submit the following form to your respective project manager or the Project Issue Resolution Secretary:

Project Issue Resolution Conference Request Form

If you have any further questions regarding the Project Issue Resolution Conference process, please contact your respective project manager or [click here](#) for the PIR Conference general information website.

If you have any additional questions related to permit processing, please [click here](#) and contact the respective division of PDS.



Exceptions to the Project Issue Conference Process

The PIR process does not apply to the following situations:

- Reconsiderations of final decisions (including appeals of those decisions) or formal recommendations made by the Director or any other formal decision-making body.
- Code Compliance Cases
- Appeals for California Environmental Quality Act (CEQA) determinations or Administrative Appeals