



# PERMIT MODERNIZATION: MAKING GOVERNMENT WORK FOR SAN FRANCISCANS



San Francisco  
**Planning**

PSC#  
DHRPSC0006234

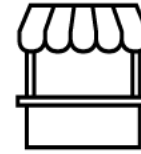
CSC Hearing  
5/18/2026

Rebecca Mayer  
Stephanie Tsai  
Planning Department

# Effective and efficient permitting is foundational for housing, economic recovery, and neighborhood revitalization



Enables Housing Production



Accelerates Small Business Recovery

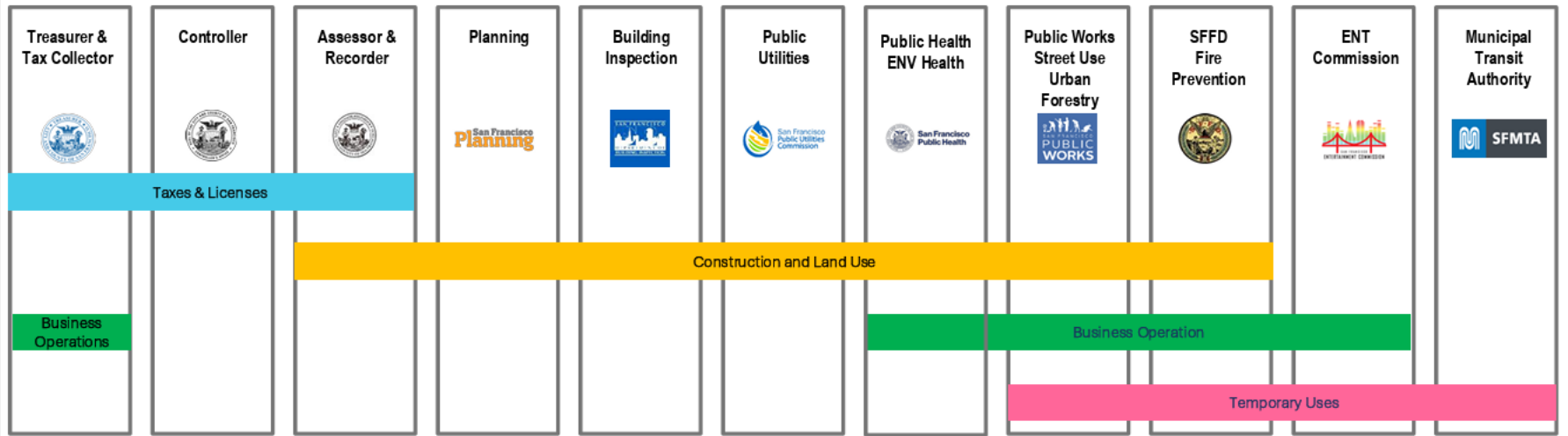


Drives Neighborhood Revitalization



Supports Job Creation & Economic Activity

# Permits are complex, touching many departments and people



# Regulations are distributed across many agencies

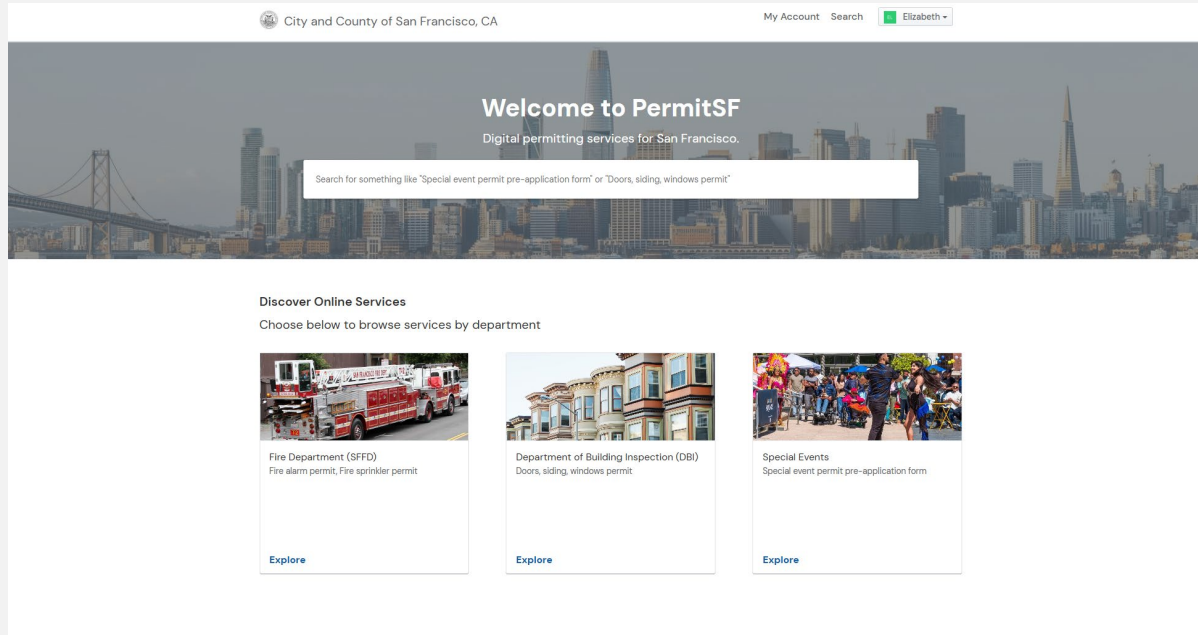
Department/ Agency	Building Inspection (DBI)	Planning Department (CPC)	Fire Department (SFFD)	Public Works (DPW)	Public Utilities Commission (PUC)	Department of Public Health, Environmental Health Bureau (EHB)
Governing Commission	Building Inspection Commission	<ul style="list-style-type: none"> <li>• Planning Commission</li> <li>• Historic Preservation Commission</li> </ul>	<ul style="list-style-type: none"> <li>• Fire Commission</li> </ul>	Public Works Commission	Public Utilities Commission	Health Commission
Processes	<ul style="list-style-type: none"> <li>• Administrative Review</li> <li>• Architectural Review</li> <li>• Structural Review</li> <li>• Mechanical Review</li> <li>• Electrical Review</li> <li>• Plumbing Review</li> <li>• Code enforcement</li> <li>• Inspections</li> </ul>	<ul style="list-style-type: none"> <li>• CEQA</li> <li>• Historic Preservation</li> <li>• Design Review</li> <li>• Current Planning</li> <li>• Zoning Administration</li> <li>• Short term rentals</li> <li>• Code enforcement</li> </ul>	<ul style="list-style-type: none"> <li>• Fire prevention review</li> <li>• Operational permits for businesses</li> <li>• Inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Business permitting (use of sidewalks and streets)</li> <li>• Construction permitting (encroachments, excavations, etc.)</li> <li>• Neighborhood beautification permitting (trees)</li> <li>• Disability Access</li> <li>• Code enforcement</li> <li>• Inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Building Permit Reviews</li> <li>• Water Flow (meters &amp; fixtures)</li> <li>• Wastewater Management</li> <li>• Stormwater Management</li> </ul>	<ul style="list-style-type: none"> <li>• Education, permitting, and inspection programs</li> <li>• Food safety</li> <li>• Hazardous materials</li> <li>• Healthy housing</li> <li>• Solid waste</li> <li>• Air and water quality</li> <li>• Body art</li> <li>• Business health</li> </ul>

Phase 1 / Pilot – Building Inspection and Fire Permits


# PERMITSF PLATFORM

# PermitSF portal

- [PermitSF portal](#)



# Customer view: Application

 City and County of San Francisco, CA

My Account Search Michelle ▾

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[Have a project #?](#)

**Doors, siding, windows permit**

Step 3 of 11 · [Save Draft and Exit](#)

### Project information

Scope of work \*

Describe general areas of work. We will ask about location, materials, and operation later.

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Estimated value of work, including all materials and labor \*

### Type of work

Select all that apply

Door replacement <input type="checkbox"/>	Window replacement <input type="checkbox"/>
Siding repair/replacement <input type="checkbox"/>	Skylight replacement <input type="checkbox"/>

# Customer view: Project management

 City and County of San Francisco, CA My Account Search Michelle ▾

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Your Records

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## Your Applications

ID	Type	Location	Date Created	Status	Assignee
-	Doors, siding, windows permit	49 SOUTH VAN NESS AVE San Francisco, CA 94103		Draft 	<a href="#">Assign to Another</a>
-	Doors, siding, windows permit			Draft 	<a href="#">Assign to Another</a>
-	Doors, siding, windows permit			Draft 	<a href="#">Assign to Another</a>

# The staff experience

OpenGov **Permitting & Licensing** ▾ **Inbox** **Explore** ▾ **Inspect** ▾ **Communications** ▾

Search  + Create Record 🔔 ⚙️ KE

**Reports** <

Department

All Departments ▾

**Report Categories**

Search Reports...

Records (5) ▾

**Approvals (12)** >

- Active Approvals
- Completed Approvals
- Intake Assignment
- Issuance Assignment**
- Building approval
- ECC and NOV review
- NSF review
- Completed Approvals - Planning
- Planning Assignment (Active & On-Hold)
- Planning Assignment (Active) - Copy
- Planning Assignment (On-Hold) - Copy

+ New Report

**Issuance Assignment** ⓘ

Created by: Mary Wilkinson-Church (DBI) | Last updated: 12 Feb 2026

<input type="checkbox"/>	Record #	Full Address	Record Type	Assignee
<input type="checkbox"/>	<a href="#">FIRE-26-21</a>	180 MONTGOMERY ST, San Francisc...	Fire alarm permit	Unassigned
<input type="checkbox"/>	<a href="#">FIRE-26-51</a>	2727 MARKET ST, San Francisco, CA ...	Fire alarm permit	Unassigned
<input type="checkbox"/>	<a href="#">FIRE-26-76</a>	1106 BUSH ST, San Francisco, CA 94...	Fire alarm permit	Unassigned
<input type="checkbox"/>	<a href="#">BLDG-26-110</a>	62 28TH ST, San Francisco, CA 94110	Doors, siding, windows permit	Unassigned
<input type="checkbox"/>	<a href="#">BLDG-26-120</a>	131 RAMSELL ST, San Francisco, CA ...	Doors, siding, windows permit	Unassigned

OpenGov **Permitting & Licensing** ▾ **Inbox** **Explore** ▾ **Inspect** ▾ **Communications** ▾

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**Reports** <

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- Planning Assignment (On-Hold) - Copy

+ New Report

**Intake Assignment** ⓘ

Created by: Mary Wilkinson-Church (DBI) | Last updated: 12 Feb 2026

<input type="checkbox"/>	Record #	Full Address	Rec
<input type="checkbox"/>	<a href="#">BLDG-26-125</a>	436 KANSAS ST, San Francisco, CA ...	Doc
<input type="checkbox"/>	<a href="#">FIRE-26-127</a>	345 CALIFORNIA ST, San Francisco, ...	Fire

Rows per page: 50 ▾ 1-5 of 5 < >

# Staff Feedback

From a Customer Service Representative in the Permit Center

**"OpenGov has the most user-friendly interface in permitting,** which in turn makes my job as a support specialist much easier. The permit application submittal, review, payment and scheduling of inspections is all consolidated into one online workflow for both the customer and the internal staff, this adds a transparency and clarity to the process for us and makes our team better equipped to assist the customer accurately. **This consolidation of information into one interface has made our job of support a more efficient one.**

**In the past there would be multiple websites** utilized by the support staff and research in those sites that could be time consuming and we were restricted with certain details, but **with OpenGov I am able to pull all the information I need in one place.** I am very happy with the OpenGov platform."

# PermitSF: How It's Going

AS OF 5-12

## 1,500+ permits submitted

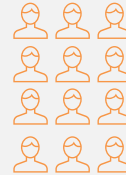
~15%

Outside of regular business hours



56%

Lower in-person wait times for Fire Dept



Increased access to digital permitting meant improved in-person services at the Permit Center

Building Permits continue to meet their 2-day processing time



784 Fire Permits

690 Building Permits

180 Special Event Permits

## PermitSF: Data shows off-hours submissions

- A key goal in the PermitSF portal was to allow applicants to apply and manage permits at a time that works for them, not the City.
- Since launch, 28% of applications are submitted off-hours.
- Previously, these services were only available in-person at the Permit Center.



# Building on early success: **Becoming citywide infrastructure**

## PHASE 1: PILOT

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- Departmental Scope
- Initial 5 Permit Types
- Basic Workflow Design
- Integrations to Core City Systems
- No Data Migration

## PHASE 2: ENTERPRISE

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- **Complex cross-departmental workflows**
- **Expanded API data functionality**
- **Enhanced integrations to City infrastructure**
- **GIS capabilities**

# Risk in Delaying

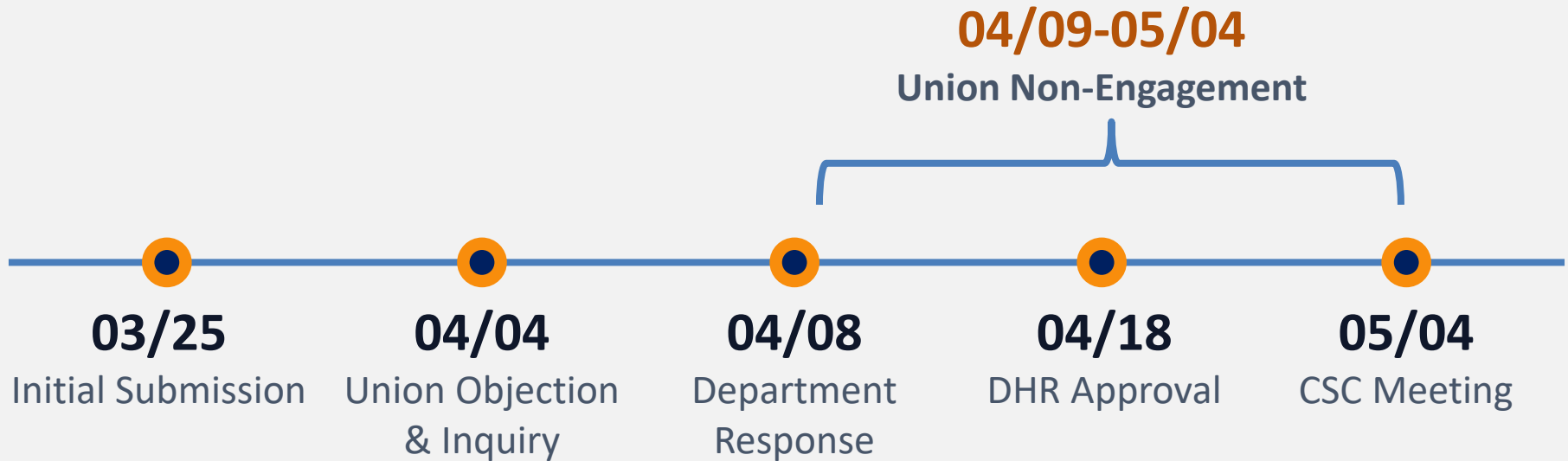
Why staying on aging infrastructure is no longer viable

- **Service failure:** Multiple permitting systems lack stable technical support from manufacturers and are at risk of service failure
- **Technical Debt:** Fragmented databases require staff to build manual work arounds or entire shadow systems rather than modify legacy applications
- **Data Silos:** Current systems cannot share data between DBI, Planning, Public Works, and Environmental Health
- **Customer Dissatisfaction:** Customers are forced to navigate multiple systems with different user logins, user interfaces and experiences, and decentralized information. To accelerate economic recovery, we need to help customers navigate the permitting process with more ease.

Background

**PSCDHR0006234**

# Timeline on PSC0006234



# Detailed Timeline on PSC0006234

Date	Action	Summary
<b>03/25/2026</b>	Initial Submission	Request for union review submitted via ServiceNow, initiating the mandatory 10-day review clock.
<b>04/04/2026</b>	Union Objection & Inquiry	IFPTE Local 21 formally objected to the PSC and submitted additional technical questions via Emily Wallace.
<b>04/08/2026</b>	Department Response	Planning and the Department of Building Inspection (DBI) provided full written responses to all union questions.
<b>04/09/2026 – 05/04/2026</b>	Union Non-Engagement	No further communication, follow-up questions, or requests for meetings were received from the union following the City's response.
<b>04/14/2026</b>	DHR Compliance Verification	DHR confirmed no active holds remained on the contract, noting the union failed to request Fact Finding within the allocated timeframe required by the MOU.
<b>04/15/2026</b>	DHR Approval	Contract advanced to the Civil Service Commission for calendaring following completion of all labor requirements.
<b>04/17/2026</b>	CSC Calendaring	DHRPSC0006234 officially calendared for the May 4, 2026, Civil Service Commission Meeting.
<b>05/01/2026 – 05/04/2026</b>	Public Comment	Late-stage public comments received via email regarding the contract.

# Structural Changes in PSC0006234

Changes between the original executed contract (October 2025) and this contract amendment

- **Strategic shift in purpose:** The original contract focused on departmental pilots to assess the capabilities of this platform. The new Statement of Work (SOW) redefines the platform as shared citywide infrastructure.
- **Enhance data governance and access:** Governance role added to include existing MEA and Local21 staff to oversee technical transformation logic, approve data models, and ensure solutions align with the City's open data standards.
- **Increased vendor accountability:** The SOW introduces stronger deliverable based payments where technical solutions must meet "operational readiness" and receive sign-off from department leaders before proceeding to the next phase.

# Compliance & Labor Partnerships

A responsible path forward focused on our staff

- **Full compliance with Admin Code 21.30** and all labor notification protocols.
- **City staff as strategic architects:** Moving technicians away from fixing 'broken legacy code' and onto high-value citywide data oversight. (Includes existing positions 1043, 1054, 1053 and 9976)
- **Proprietary knowledge transfer:** Mandated vendor-led training ensures City staff possess the skills to own the platform's long-term configuration. (Includes existing positions 9976 and 9974, future trainings for 1043, 1053, 1824, 1054, and 1070)
- **Protecting the merit system:** Leveraging vendor expertise only for proprietary 'right-first-time' installation to ensure system stability.

# Local 21 Staff Providing Technical Support

Technical staff are working closely with vendors to integrate City systems and provide basic maintenance and operational support

<b>Project Manager</b>	9976 Technology Expert 1
<b>Technology Lead</b>	9976 Technology Expert 1
<b>Enablement Lead</b>	9976 Technology Expert 1 5293 Planner IV
<b>Data &amp; Reporting Strategy</b>	1054 IS Business Analyst Principal 1825 Principal Administrative Analyst II
<b>Data Integrations</b>	1044 IS Engineer 1824 Principal Administrative Analyst
<b>GIS &amp; Addressing</b>	1054 IS Business Analyst Principal 1051 IS Business Analyst Assistant 1054 IS Business Analyst Principal

<b>Inspections Calendaring</b>	1044 IS Engineer Principal 1043 IS Engineer Senior 1053 IS Business Analyst Senior
<b>Payment Processing &amp; Financial Interfaces</b>	1824 Administrative Analyst Principal
<b>Communications</b>	1823 Administrative Analyst
<b>Help Desk Support</b>	1070 IS Project Manager 1092 IT Operations Administrator 2
<b>Product Support and Configuration</b>	1053 IS Business Analyst Senior
<b>Infrastructure</b>	1044 IS Engineer - Principal 1053 IS Business Analyst Senior



Thank you



Permit**SF**