
PermitSF - OpenGov - DHRPSC0006234

From Chang, Christine (CPC) <christine.chang@sfgov.org>

Date Thu 5/14/2026 10:54 AM

To CivilService, Civil (CSC) <civilservice@sfgov.org>

Dear Civil Service,

The transition to OpenGov has been a positive experience for the customer service team. One of the strongest improvements has been the user-friendly interface, which has helped both customers and staff navigate the permitting process more efficiently. Having the permit application submittal, review, payments, and inspection scheduling in one centralized system has significantly improved transparency and clarity for both the customers and internal users.

From a supervisory perspective, I have seen improvements in how staff are managing and learning the platform. The system has reduced the need to navigate multiple websites and databases to locate information, which previously created delays and inconsistencies in support. Having information accessible in one platform has improved staff confidence, reduced research time, and allowed the team to provide more accurate and timely assistance to customers.

In addition, the platform has supported team learning and cross-training opportunities. As staff become more familiar with the workflows and tools available in OpenGov, we are seeing stronger collaboration, increased efficiency, and better problem-solving across support functions. While there is still a learning curve with any new system implementation, the team has adapted well overall and continues to grow more comfortable and effective with the platform each day.

Overall, I am very pleased with the OpenGov platform and appreciate the improvements it has brought to both the customer experience and internal operations.

Sincerely,

Christine

Christine Chang

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