
Support for OpenGov - May 18th Agenda Item

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

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Dear Commissioners,

I am writing in support of the proposed contract approval for OpenGov and the continued advancement of the City's modernized permitting system.

Having served the City for the past 11 years, I have worked extensively with a wide range of permitting and case management systems, many of which were outdated, cumbersome, and inefficient for both staff and the public. Throughout my tenure, I have witnessed firsthand the operational challenges created by fragmented processes, limited accessibility, and systems that were not designed to meet the evolving expectations of a modern public agency. In my professional experience, the current platform is an effective, adaptable, and user-friendly system.

I was therefore surprised and somewhat perplexed to see organized opposition to this contract, as my experience with the platform has been markedly different. I do not share the concerns expressed by opposing members and, to date, I have consistently received positive feedback not only from members of the public, but also from members of my own team whom I supervise and who utilize the system on a regular basis as part of their weekly responsibilities.

The platform has substantially improved the way services are delivered to the public. It has streamlined permitting workflows, increased transparency, improved interdepartmental coordination, and created a more efficient and consistent experience for applicants and staff alike. Equally important, it has provided the

flexibility necessary to continually refine workflows and improve operations as departmental needs evolve over time.

Over the course of its implementation and use, I have consistently received favorable feedback from applicants who appreciate the accessibility, convenience, and transparency the system provides. Architects, contractors, and other frequent users of the permitting process have repeatedly shared that they find the platform intuitive, efficient, and significantly easier to navigate than systems used by many other jurisdictions. This has been particularly evident among design professionals and contractors who work in multiple cities and are familiar with a variety of permitting platforms.

As public agencies continue working to improve efficiency, transparency, and customer service, investing in reliable and modern technology solutions is essential. Based on my direct experience working within the City's permitting operations and the consistently positive feedback I have received from both staff and the public, I firmly believe this platform has been a meaningful improvement for the organization and the community we serve.

For these reasons, I respectfully encourage the Board to approve the proposed contract.

Sincerely,

Sylvia Jimenez

Districts 1&2 Team Manager, Current Planning Division