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## Proposed contract renewal

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**Date** Thu 5/7/2026 12:26 PM

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

**Cc** ewallace@ifpte21.org <ewallace@ifpte21.org>; Mayer, Rebecca (CPC) <rebecca.mayer@sfgov.org>

Hello,

I am writing in support of the renewal of the contract for the OpenGov permitting platform.

As part of Planning's lead team and subject matter experts involved in building and refining the application and workflows, I have had the opportunity to work closely with the platform throughout its implementation and ongoing improvement efforts. The collaboration with the OpenGov team has been exceptional. Everyone involved has been responsive, professional, and genuinely committed to helping us create workflows that better support our operational needs.

Since implementation, the platform has significantly improved our work processes. It has streamlined permitting workflows, increased transparency, and helped create more consistency across departments. The ability to continue refining and improving the system has been especially valuable as our needs evolve.

In addition to my own experience, I have consistently heard positive feedback from frontline staff who use the software daily. Staff have noted improvements in usability, transparency, and efficiency. The system has become an important tool in supporting both staff productivity and customer service.

Based on my experience working directly on the platform's development and seeing the benefits it has provided to staff and operations, I strongly support renewal of the OpenGov permitting platform contract.

Best,

**Natalia Fossi, Principal Planner**  
**Citywide Cultural Resources Survey Manager**  
**Current Planning Division**

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