

Eng, Sandra (CSC)

From: Bridget Hicks <bridget.hicks@cityofsf.org>
Sent: Friday, May 15, 2026 3:41 PM
To: CivilService, Civil (CSC); Eng, Sandra (CSC)
Cc: ewallace@ifpte21.org; jnuti@ifpte21.org
Subject: Re: Local 21 Member Perspective on PSC 6234 – PermitSF

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Hi all,

I noticed my letter is not included on the website for the May 18th hearing with the others. Please confirm receipt and clarify why it was excluded.

Thank you,
Bridget Hicks

On Tue, May 12, 2026 at 8:18 PM Bridget Hicks

wrote:

To the Members of the San Francisco Civil Service Commission,

I am writing as an 8+ year Local 21 member, a lead implementer of the PermitSF project, and a colleague of the city staff this work is designed to serve. I am writing to share a contrasting perspective regarding PSC 6234.

I have read Local 21's letter and supporting materials carefully. I respect my union and the role it plays. The picture presented to the Commission, however, does not reflect my experience working on this project.

This tool was not designed by executives or outside consultants. It was designed in direct consultation with Local 21 engineers, technicians, and planners — the very members this system serves — to address workflows they find burdensome and to give them tools they actually find useful. The people doing permitting work every day shaped this product. Their expertise is embedded in it.

This is a specialized government technology platform — a SaaS product built specifically for public agencies. It is not a custom development engagement, and the professional services fees are not for the company to do city work. They are for training and onboarding city staff to configure, manage, and own the system independently. No coding is required to add permit types, configure workflows, or design review processes. That work is done entirely by city staff, drawing on our institutional knowledge of permitting processes that only we possess. What the vendor provides is training on their platform, collaboration on product enhancements, and maintenance of their proprietary software.

In six months, we have successfully launched multiple permit types, issued hundreds of permits, and completed key integrations with City systems including Bluebeam and SolarApp+. We are on track for additional launches in June 2026 and throughout the summer.

San Francisco's permitting delays are well-documented. The platforms we are replacing required expensive custom builds for even basic changes — a model that contributed to the City having the notorious distinction of the longest permitting timelines in the State. This vendor was chosen specifically to break from that pattern and design workflows that serve both city staff and applicants.

I care deeply about this work and the colleagues and residents it serves. I hope this perspective is useful to the Commission as it considers this matter.

Respectfully,

Bridget Hicks

PermitSF Chief of Staff

IFPTE Local 21 Member