



# CIVIL SERVICE COMMISSION



San Francisco  
**Planning**

June 18, 2026

# Agenda

01

## Background – Why This Matters

Overview of PermitSF

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02

## Detailed Staffing and Transition Plan

How our staff is engaging on the project

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03

## Learnings and Commitments We're Making

How we will work to improve

04

## Union Engagement

Recap of Local 21 engagement and next steps

# PermitSF Overview

# Detailed Staffing and Transition Plan

# Current Staff Engagement in OpenGov to Date

Last Name	First Name	Classification	Department	Division	Reports To	OpenGov Time Allocation	Day-to-Day Tech Tasks
1.Tsai	Stephanie	9976	CPC	PermitsSF Team	Liz Watty	100%	<ul style="list-style-type: none"> <li>• Admin access</li> <li>• OpenGov technical product lead/project manager (PM)</li> <li>• Manages scope</li> <li>• Co-manages RAID log with OpenGov PM</li> <li>• Stakeholder management and alignment</li> </ul>
2.Bindman	Sarah	9976	MYR	PermitsSF Team	Liz Watty	50% - 100%	<ul style="list-style-type: none"> <li>• Admin access</li> <li>• Technology lead</li> <li>• Collaborates on technical solution design for permit platform</li> <li>• Manages technology integration strategy</li> <li>• Validates feasibility with City staff</li> </ul>
3.Bender	Darcy	9976	ADM	PermitsSF Team	Liz Watty	100%	<ul style="list-style-type: none"> <li>• Admin access</li> <li>• Lead current state interviews with City staff to understand processes, challenges, and needs</li> <li>• Configure and maintain workflows, forms, and solutions in OpenGov</li> <li>• Design and document future state processes to improve efficiency and service delivery</li> <li>• Own the continuous improvement cycle by identifying, prioritizing, and implementing enhancements.</li> <li>• Translate business requirements into system configurations and operational solutions</li> <li>• Partner with stakeholders to align technology, processes, and business goals</li> </ul>

- Our staff are already deeply embedded in the day-to-day work of discovery, configuration, testing, and training.
  - The full list can be found in the packet.
- We are committed to transitioning the day-to-day maintenance of the online platform to City staff.

# Transitioning to Full Staff Management of Platform

- **Overview**

- **Year One:** We work side-by-side with the vendor as our staff learn the software.
- **Year Two and Three:** City staff take more and more ownership of the platform, with full ownership planned by Year Three.
- More detailed plan can be found in the packet.

- **What We're Already Seeing**

- Increased staff ownership in preparation for our summer launches when compared to our February launch.

# **Learnings and Commitments We're Making**

# Local 21 Engagement

**Thank you and we welcome any questions**