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**Fw: Testimonial for PermitSF OpenGov**

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

**Date** Mon 5/18/2026 9:36 AM

**To** Eng, Sandra (CSC) <sandra.eng@sfgov.org>; Holmes, Lavena (CSC) <lavena.holmes@sfgov.org>

Hello,

Another public comment regarding the OpenGov/DBI PSC.

Thanks,  
Mika

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**From:** Byrne, Ryan (CPC) <Ryan.Byrne@sfgov.org>

**Sent:** Monday, May 18, 2026 9:08 AM

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

**Subject:** Testimonial for PermitSF OpenGov

Hello,

Here is my testimonial for my experience with OpenGov.

"OpenGov has the most user-friendly interface in permitting, which in turn makes my job as a support specialist much easier. The permit application submittal, review, payment and scheduling of inspections is all consolidated into one online workflow for both the customer and the internal staff, this adds a transparency and clarity to the process for us and makes our team better equipped to assist the customer accurately. This consolidation of information into one interface has made our job of support a more efficient one. In the past there would be multiple websites utilized by the support staff and research in those sites that could be time consuming and we were restricted with certain details, but with OpenGov I am able to pull all the information I need in one place. I am very happy with the OpenGov platform."

best,

**Ryan Byrne**, Permit Center CSR  
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[permitcenter.sfgov.org](http://permitcenter.sfgov.org)

San Francisco Permit Center Hours

Monday: 9:00 AM – 5:00 PM

Tuesday – Friday: 8:00 AM – 5:00 PM

