OpenGov

CCSF – PermitSF

Weekly Status Report – November 14, 2025

Project Status – High Level

Status Indicators (**GREEN** = on track, no major issues; **YELLOW** = potential risk to project delivery; **RED** = issues present with major impact to scope, schedule, resources)

PermitSF Project Health		Steady progress with manageable risks and strong cross-team alignment

Project performance remains stable and trending positively. As the Validate and Configure phases now overlap, CCSF staff are dedicating increased time to reviewing prototypes, validating workflows, and providing feedback during configuration. To support this, OpenGov is developing shared scheduling and tracking tools to help manage meeting cadence, expectations, and workload balance across all teams.

This week, OpenGov received the first draft of the GIS Flag (Parcel) dataset from CCSF. Both teams are working collaboratively to review and validate the data against integration requirements, marking a significant milestone in preparing for Addressing data integration.

The Payment Processor integration continues to progress smoothly and remains on track following strong alignment across CCSF, EUNA, and OpenGov. Leadership engagement, consistent coordination, and quick business decision-making continue to drive implementation progress forward. |

Top Risk(s)

1. **Change Management** – Timely responsiveness and provision of City information are critical to maintaining project milestones.
2. **Holiday Resource Capacity** – Q4 vacation schedules continue to constrain staff availability, compressing timelines for deliverables.

Top Issue(s)

1. **Increased Meeting Load** – Validate and Configure phase overlap requires added time from CCSF teams. OpenGov is collaborating with CCSF and implementing scheduling and tracking tools to help maintain alignment and prevent capacity strain.

Top Win(s)

1. **Payment Integration On Track** – CCSF, EUNA, and OpenGov coordination remains strong; deliverables progressing as planned.
2. **GIS Flag Data Received** – First dataset delivered; joint validation and integration planning underway.
3. **Decision Velocity & Engagement** – CCSF leadership and SMEs continue to demonstrate timely decision-making and strong participation.

Project Status – Milestones

Status Indicators (**GREEN** = on track, no major issues; **YELLOW** = potential risk to project delivery; **RED** = issues present with major impact to scope, schedule, resources; GREY = not started)

Milestones/ Workstreams	Record Type Workflows	Data Migration	Payment Processor	Integration**	Reporting & Dashboards	Change Management
Initiate	Completed	Completed	Completed	Completed	Completed	Completed
Validate	In Progress	Completed	Completed	In Progress	In Progress	In Progress
Configure	In Progress	N/A	In Progress	In Progress	Not Started	In Progress
Train	Not Started	N/A	Not Started	Not Started	Not Started	In Progress
Launch	Not Started	N/A	Not Started	Not Started	Not Started	In Progress

Integration includes Master Address Table, GIS with Flags, CSLB, Advanced Reporting Integration, Bluebeam

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Project Status – Workflow/ Permit Type

Status Indicators (GREEN = on track, no major issues; **YELLOW** = potential risk to project delivery; **RED** = issues present with major impact to scope, schedule, resources; GREY = not started)

Workflow	Fire Construction	Fire Operational	Online Trade**	OTC DSW-R	Signs	Solar**	Special Events	Water Flow
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	In Progress Due by 11/21	In Progress Due by 11/21	Completed	In Progress Due by 11/21	In progress Due by 11/26	Completed	In progress Due by 11/21
Configure	In Progress Due by 12/5	Not Started Due by 12/5	Not Started Due by 12/19	In Progress Due by 12/19	Not Started Due by 12/5	Not Started Due by 12/23	In Progress Due by 12/5	Not Started Due by 12/19
Train	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Launch	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started

Small Mechanical has been rolled up into the Online Trade category; it is now replaced by the Solar workflow.

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Project Health Tracker Dashboard

Status Indicators (**GREEN** = on track, no major issues; **YELLOW** = potential risk to project delivery; **RED** = issues present with major impact to scope, schedule, resources)

Delivery		Progress remains steady, with Payment Integration on schedule and GIS Flag data review underway. Delivery momentum continues as teams manage the overlapping Validate and Configure phases through structured collaboration tools and consistent cross-team engagement.
Schedule		Minor delays observed due to extended Validate and feedback cycles, but overall project timeline remains intact. Some workflows experienced 1–2 week shifts in Validate completion as teams balance configuration activities and review cycles. The overall milestone target remains to complete Configuration by the end of December, enabling January to be fully dedicated to training and change readiness activities. Select workflows, including Fire Construction and Special Events, are expected to enter training in early to mid-December as configurations are finalized on schedule.
Resource/Capacity		Capacity remains stable overall. OpenGov continues to operate without any resource constraints, ensuring full coverage across all implementation activities. CCSF staff are balancing their regular operational responsibilities while remaining actively engaged in validation and configuration sessions. With upcoming holiday schedules and time-off periods, both teams are proactively coordinating and leveraging shared scheduling and tracking tools to maintain alignment, balance workloads, and maintain project momentum. Collaboration and responsiveness remain consistently strong despite seasonal capacity pressures.

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CCSF | OpenGov Sessions – Week of Nov 10

Topic	CCSF Attendees	OG Attendees	Meeting Date	Next Meeting
Fire Operational	Mary Tse, Chad Law, Anita Cheng, Bridget Hicks,	Chad Rathmann, Katelyn Martin-Contreras, Emily Curran, Dean Simpson, Almis Udrys, EJ Marin, Yue Yu	November, 13	N/A
OG + EUNA Kiosk Discussion	Rebecca Villareal-Mayer Liz Watty TTX Team EUNA (3rd party vendor) Florence Simon	Jeff Merino-Ott Alan Shanahan Yue Lu Angelica Au Kirk Won	November 12, 2025	Recurring every Tuesday (Pause on week of 11/10 due to holiday – no tech-related discussion needed)
OG + CCSF Payment Integration Team Daily Sync	Rebecca Villareal-Mayer Alanna Olague EUNA (3rd party vendor) Liz Watty (optional) Florence Simon (optional)	Jeff Merino-Ott Angelica Au	November 10, 12 2025	Recurring daily (as needed)
Validate Waterflow Session	Darcy Bender, Anita Cheng, Bridget Hicks, Megan Wall Shui, Matthew Glibbery	Chad Rathmann, Katelyn Martin-Contreras, Emily Curran, Dean Simpson, Almis Udrys, EJ Marin, Yue Yu	November 12	N/A

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CCSF | OpenGov Sessions – Week of Nov 10

Topic	CCSF Attendees	OG Attendees	Meeting Date	Next Meeting
Validate: Sign Workflow Mapping Session	Hicks, Bridget Cheung, Jimmy Jones, David Bender, Darcy Fossi, Natalia Liang, Xinyu Glibbery, Matthew Christensen, Michael Pei, Carrie Ragasa, Maria Cheng, Anita Watty, Elizabeth O'Riordan, Patrick	Chad Rathmann, Katelyn Martin–Contreras, Emily Curran, Dean Simpson, Almis Udrys, EJ Marin, Yue Yu	November 10, 2025	N/A
Validate: Solar OG discovery	Bridget Hicks, Anita Cheng	Chad Rathmann, Katelyn Martin–Contreras, Emily Curran, Dean Simpson, Almis Udrys, EJ Marin, Yue Yu, Angelica Au	November 13, 2025	TBD
Special Events Configure	Katy Tang, Kerry Birnbach, Anita Cheng, Bridget Hicks, Matthew Gibbery	Chad Rathmann, Katelyn Martin–Contreras, Emily Curran, Dean Simpson, Almis Udrys, EJ Marin, Yue Yu, Angelica Au	November 14, 2025	TBD

Upcoming Sessions – Week of Nov 17

Topic	CCSF Attendees	OG Attendees	Next Week
Validate sessions continue for Fire Operational, Sign, Waterflow	Chad Law, Kerry Mann, Kathy Harold, Bridget Hicks, Darcy Bender, Anita Cheng, Liz Watty, Natalia, Xinyu, Jimmy, Sarah, Mary Wilkinson–Church	Jeff Merino–Ott Chad Rathmann Katelyn Martin–Contreras Emily Curran Angelica Au Dean Simpson	TBD
Configure sessions continue for Special Events, Fire Construction, OTC DSW–R	Chad Law Katy Tang Bridget Hicks Darcy Bender Anita Cheng Liz Watty	Dean Simpson Chad Rathmann Katelyn Martin–Contreras Emily Curran Angelica Au Elaine McBride	November, 17, 18, 19, 20
Discovery sessions for Solar	Bridget Hicks Darcy Bender Liz Watty SFFD	Chad Rathmann Katelyn Martin–Contreras Emily Curran Angelica Au Dean Simpson	November, 19

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Thank You

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