

OpenGov 

CCSF – PermitSF

Weekly Status Report – October 31, 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



The project remains in the Validate Phase, with strong collaboration between OpenGov and the City's Core Project Team. While the City team continues to respond quickly and engage proactively, ongoing Q4 time-off schedules and dependencies on data and integration activities are limiting progress velocity.

Last week, the City's data team identified that OpenGov must complete an MOU for access to parcel data (GIS Flag). This new requirement will delay this deliverable's validation and sign-off by approximately one week. In addition, there are knowledge gaps around OpenGov's data migration and integration processes on the City side. To address this, OpenGov will conduct additional sessions and provide reference materials to ensure full understanding and alignment to reduce future risk of miscommunication or rework.

Despite these challenges, notable improvements in governance execution and collaboration are driving steady forward momentum. The core team members: Liz, Bridget, Darcy, Florence, Ned, and Patrick, have been instrumental in maintaining decision progress and reinforcing cross-department accountability.

Top Risk(s)

1. **Payment Processor** – Dependency on EUNA coordination remains open, impacting downstream integration and reporting timelines.
2. **Change Management** – Timely responsiveness and provision of City information at SMEs level are critical to maintaining project milestones.
3. **Holiday Resource Capacity** – Q4 vacation schedules continue to constrain staff availability, compressing timelines for deliverables.

Top Issue(s)

1. **GIS Flag (Parcel Data)** – MOU required before the City can release parcel data to OpenGov; expected to extend timeline by one week.
2. **Data Migration and Integration Understanding** – Additional clarity sessions planned to ensure shared understanding of OpenGov's data model and process to avoid decision delays.

Top Win(s)

1. **Governance Execution** – Enhanced alignment on roles, responsibilities, and escalation pathways.
2. **Cross-Department Accountability** – Core project team collaboration has improved; CCSF leadership demonstrating strong ownership and coordination.
3. **Partnership Momentum** – High engagement and problem-solving attitude from CCSF core team (Liz, Bridget, Darcy, Florence, Ned, Patrick) are helping maintain project traction despite constraints.
4. **Validate Phase Progress** – Fire – Construction workflow successfully signed off in Validate Phase. MAT, OTC, and Special Events permit types are on track for sign-off next week.

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	In Progress	In Progress	In Progress	In Progress	In Progress
Configure	In Progress	Not Started	Not Started	Not Started	Not Started	In Progress
Train	Not Started	Not Started	Not Started	Not Started	Not Started	In Progress
Launch	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started

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	Small Mechanical	Special Events	Water Flow
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed Signed off on 10/28	In Progress Due by 11/7	In Progress Due by 11/21	Ready for sign-off	Not Started Due by 11/14	Not Started Due by 11/14	Ready for sign-off	Not Started Due by 11/21
Configure	In Progress Due by 11/14	Not Started Due by 12/5	Not Started Due by 12/19	Not Started Due by 11/21	Not Started Due by 12/5	Not Started Due by 12/5	Not Started Due by 11/21	Not Started Due by 12/5
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

Project Health Tracker Dashboard

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Delivery ●	Delivery remains at risk due to continued dependencies on EUNA and City data readiness. The team achieved a major milestone with the Validate Phase sign-off for Fire – Construction, and MAT, OTC, and Special Events workflows are on track for completion next week. However, EUNA's responsiveness and lack of a confirmed integration schedule are now the primary blockers affecting downstream progress. OpenGov continues active coordination to obtain clearer milestones while mitigating schedule impact through targeted technical working sessions and additional data migration alignment efforts.
Schedule ●	Approximately 3–4 weeks behind baseline, mainly Payment Integration. The overall schedule risk has increased as EUNA has not provided a committed integration timeline, citing holiday constraints. The GIS Flag MOU delay and Q4 time-off schedules further contribute to compressed delivery timelines. Focused governance actions and cross-vendor coordination are underway to protect critical path items and maintain momentum toward the February go-live target.
Resource/Capacity ●	At risk due to vendor dependencies and limited vendor engagement. The City's Core Project Team continues to demonstrate strong ownership and collaboration, helping offset delays where possible. OpenGov is closely monitoring capacity impacts from EUNA's availability, responsiveness and City time-off schedules, with adjusted attendance and escalation plans to sustain progress through November.

CCSF | OpenGov Sessions – Week of Oct 27

Topic	CCSF Attendees	OG Attendees	Meeting Date	Next Meeting
User Permission Enhancement Discussion	Liz Watty Bridget Hicks Catherine Gasparac	Jeff Merino-Ott Angelica Au Seth Greenlaw Susan Zea	October 27, 2025	Schedule follow up call with Liz and Sarah
Close-out of Workflow: OTC DSW-R	Bridget, Darcy, Carrie Pei, Maria Ragasa, Kevin Edwards, Mary wilkinson-Church, Megan Wall Shui, Michael Christensen, Dan Tonkovich, Catherine Cruz, Liz watty, Alex sabato, Jimmy Cheung, Patrick O'Riordan, Christine Gasparac	Katelyn Martin-Contreras Emily Curran Angelica Au Chad Rathmann	October 28, 2025	Next Phase – Configuration
Payment Integration with EUNA	Heidi Hamilton Beth Gavinpearson (EUNA) Ethan Ehrlich (EUNA) Isabelle Vulis Kin Fong (EUNA) Eliza Lucero Rebecca Villareal-Mayer Liz Watty	Jeff Merino-Ott Alan Shanahan Kirk Won Ashishkumar Chougule Abhinav Gupta Angelica Au	October 24, 2025	October 31, 2025

CCSF | OpenGov Sessions – Week of Oct 27

Topic	CCSF Attendees	OG Attendees	Meeting Date	Next Meeting
Fire only ERRC and Suppression discovery #1	Megan Wall Fire Marshal Chad Law Lieutenant Kerry Mann Captain Kathy Harold Bridget Hicks Liz Watty Darcy Bender Anita Cheng Tylor Krueger Jesus Mora Dan Tonkovich	Chad Rathmann Katelyn Martin-Contreras Emily Curran Angelica Au	October 29, 2025	N/A
Special event discovery session #2	Katy tang, Kerry Birnbach, Bridget, Darcy, Mike, Liz, Megan, Dan	Chad Rathmann Katelyn Martin-Contreras Emily Curran Angelica Au	October 29, 2025	N/A
Electrical Discovery session #1	liz, florence, bridget, darcy, mike, megan, dan	Chad Rathmann Katelyn Martin-Contreras Emily Curran Angelica Au	October 30, 2025	November 4, 2025

Upcoming Sessions – Week of Nov 3

Topic	CCSF Attendees	OG Attendees	Next Week
Building Permit Fee Deep Dive	CCSF Team	Chad, Katelyn, Emily, Angelica, JMO, Alan, Dean	November 3, 2025
Building Inspection discovery	Kevin Birmingham, Matt greene, Darcy, Bridget, Liz, Sarah, Mike, Megan, Dan	Dean Simpsons Katelyn Martin-Contreras Emily Curran Chad Rathmann Angelica Au	November 4, 2025
Plumbing Inspection Discovery	Steve Panelli, Matt Greene, Bridget, Darcy, Sarah, Megan, Mike, Dan	Dean Simpsons Katelyn Martin-Contreras Emily Curran Chad Rathmann Angelica Au	November 4, 2025
Electrical inspection discovery #2	Matt Greene, 3 senior inspectors, Darcy, Bridget, Sarah, Megan, Mike, Dan	Dean Simpsons Katelyn Martin-Contreras Emily Curran Chad Rathmann Angelica Au	November 4, 2025
Fire – Construction Configuration	Megan Wall Fire Marshal Chad Law Lieutenant Kerry Mann Captain Kathy Harold Bridget Hicks Liz Watty Darcy Bender	Dean Simpsons Katelyn Martin-Contreras Emily Curran Chad Rathmann Angelica Au	November 6, 2025

Thank You