OpenGov

CCSF – PermitSF

Weekly Status Report – February 23, 2026

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 February go-live for Fire Construction, OTC DSW-R, and Special Events was successfully completed. The post–go-live stabilization period has progressed smoothly, with one API-related issue resolved by OpenGov in less than 24 hours and no impact to in-progress applications. Staff and applicant feedback since go-live has been positive, reinforcing confidence in the online permitting experience and the operational improvements delivered. With February workflows live and stable, focus now shifts to: ● Sustaining staff and applicant readiness, ● Driving adoption and process consistency, ● Advancing April workflows in parallel without losing momentum.

Top Risk(s)

1. **Remaining Workflow Go-Live Timeline** – Timeline for remaining workflows still to be finalized on the PermitSF side. Clear prioritization and alignment are required to avoid downstream timeline and deliverable compression.
2. **Governance Discipline** – Clear and timely decisions are needed to keep remaining workflows on track and ensure staff and applicants see the intended improvements.

Top Issue(s)

1. **Scope Creep Risk** – New requests and refinements may continue to surface for the remaining workflows. Decision-makers could help to prioritize and align on change management to prevent reconfiguration cycles that could slow implementation progress.
2. **SLA Performance (2-Day Target)** – Current average turnaround from submission to issuance is not consistently meeting the 2-day goal. Two primary delay patterns have been identified, and PermitSF is prioritizing review and improvement of those workflow steps this week.

Top Win(s)

1. **February Go-Live** – Successful for committed permit types.
2. **Post–Go-Live** – Stable, including rapid resolution of a production API issue within 24 hours.
3. S**taff & Applicant Feedback** - overall positive post–go-live.
4. **Permit Center customer service team** – effectively supporting applicants, with clear escalation paths in place when issues arise.
5. **Strong Collaboration** – Between OpenGov and PermitSF on communication, readiness planning, and execution.

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	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed (Feb) In Progress (Apr)	N/A	Completed	Completed (Feb) In Progress (Apr)	Completed (Feb) In Progress (Apr)	Completed (Feb) In Progress (Apr)
Train	Completed (Feb) Not Started (Apr)	N/A	Completed	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)
Launch	Completed (Feb) Not Started (Apr)	N/A	Completed	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)

__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)
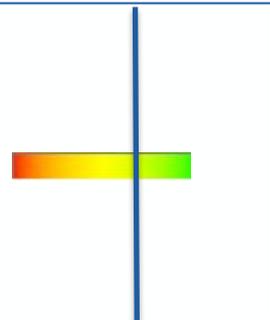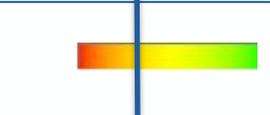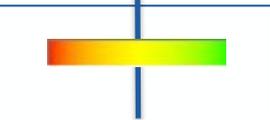
Workflow	Fire Construction	Fire Operational	Online Trade**	OTC DSW–R	Signs	Solar**	Special Events	Water Flow	Express Authorization
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed	In Progress Due by TBD	In Progress Due by TBD	Completed	In Progress Due by TBD	In Progress Due by TBD	Completed	In Progress Due by TBD	In Progress Due by TBD
Train	Completed	Not Started	Not Started	Completed	Not Started	Not Started	Completed	Not Started	Not Started
Launch	Completed	Not Started Go Live: TBD	Not Started Go Live: TBD	Completed	Not Started Go Live: TBD	Not Started Go Live: TBD	Completed	Not Started Go Live: 4/13/26	Not Started Go Live: 4/13/26

Small Mechanical has been rolled up into the Online Trade category; it is now replaced by the Solar workflow.
Re–roofing Go Live Date: April 13th, 2026

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Project Health Tracker Dashboard

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Delivery		February workflows are live and stable. One API-related issue surfaced post–go-live and was resolved within 24 hours with no impact to in-progress applications. The Permit Center customer service team is effectively supporting applicants, with clear escalation paths in place. April workflows remain in progress. While PermitSF is finalizing its formal timeline commitment for the remaining workflows, OpenGov continues configuration and preparation based on the original plan and will adjust accordingly once PermitSF confirms its schedule.
Schedule		February milestones were successfully achieved. The April go-live timeline is still being finalized by PermitSF. In the meantime, OpenGov is continuing work based on the original schedule so we can keep moving forward and adjust once the final date is set.
Resource/Capacity		OpenGov capacity remains steady. PermitSF is continuing to strengthen its core project team by filling key roles to support progress and ensure a successful implementation..

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Thank You

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