OpenGov

CCSF – PermitSF

Weekly Status Report –September 21, 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		On September 14, PermitSF successfully launched Electrical, Electrical non-address, Plumbing & Mechanical, and Kitchen & Bath Remodel trade permits. One week post-launch, the process is generally positive. We are making minor business process adjustments to further enhance the applicant and user experience, which is a strong indicator of a healthy rollout. Joint project teams remain dedicated to providing ongoing operational support for City permitting workflows.

Project Status – Risks, Issues, Wins

Top Risk(s)

1. **Electrical, Plumbing & Kitchen & Bath Hard Launch: Stability & Monitoring —** Electrical, Electrical non-address, Plumbing, and Kitchen & Bath permits are now live. Joint teams are prioritizing two weeks of post-launch monitoring to ensure system stability, smooth workflow execution, and rapid resolution of any technical issues

Top Issue(s)

1. **Outlook Integration Stable —** The Outlook & OpenGov calendar integration remains stable. CCSF continues finalizing standard operating procedures for inspector departure and system-outage scenarios to lock in long-term operational resilience

Top Win(s)

1. **Trade Permits Launch Performance —** During its successful first week, the team processed 600+ permit applications with half already issued, achieving a 57% same-day issuance rate and smoothly supporting over 100 customers.

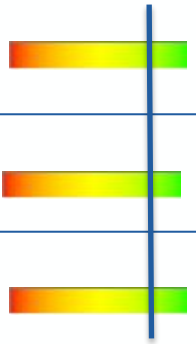
Project Status – Workflow/ Permit Type

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 /Special Events / OTC DSW [Feb 13]	Water Flow / Contractor Authorization [Apr 13]	Re-roofing [June 22]	OTC Trades [Sep 14]	Express Trades [Sep 14]	Sign [June 22]	Solar	Fire Operation
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed	Completed	Completed	Completed	Completed	Completed	Completed	In Progress
Train	Completed	Completed	Completed	Completed	Completed	Completed	In Progress	Not Started
Launch	Completed	Completed	Completed	Completed	Completed	Completed	In Progress	Not Started

Project Health Tracker Dashboard

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Delivery		Electrical, Electrical Non-Address, Plumbing & Mechanical, and Kitchen & Bath permits are now live in the PermitSF Portal 9/14. Both Teams are supporting the launch.
Schedule		Both teams are focused on launch go-live support.
Resource/ Capacity		Both OpenGov and PermitSF teams are fully dedicated and staffed for post-launch support.

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Thank You

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