

#	Recommendations	Department Response	Fiscal / Challenges / Opportunities	Implementation Timeframe
1.0	<p>Stand up Accela for the business license process and merge workflows with the Planning and Development Department instance of Accela</p> <ul style="list-style-type: none"> The CEO should closely coordinate with the Planning and Development Department to gain assistance in implementing the CEO instance of Accela The Planning and Development Department and CEO instances of Accela should be integrated. The Planning and Development Department should assist in the technology and workflow creation for the business license process 	<p>CEO – Agree with comments.</p> <p>Accela has been implemented in the CEO’s office. The CEO’s version of Accela is not currently integrated with P&D’s Accela system.</p> <p>To better align the land use process with the business license process, all P&D planners working on cannabis projects will be given access to the Cannabis Business License system.</p> <p>Once P&D completes our planned Accela upgrade, we will turn our efforts to integrating the CEO’s and P&D work processes in Accela.</p> <p>The Departments will develop a comprehensive workflow diagram of both processes with the goal of a more efficient review of business licenses.</p>	<p>Modifications of the business license workflow may require additional funding.</p> <p>In order for P&D Planners to access Business License information, additional licenses for the Cannabis Business License system need to be purchased.</p>	<p>Accela is already being utilized by the CEO for the business license process.</p> <p>Review of and modifications to the business license workflow will be completed by 3rd quarter of FY 20-21.</p> <p>The first phase of the upgrade to the P&D version of Accela will be completed by 2nd quarter of FY 21-22.</p> <p>Full integration of the CEO’s version of Accela with P&D’s version will be completed by the end of FY2021-22.</p>

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2.0	<p>Expand the Subdivision/Development Review Committee (SDRC) to include the County Executive Office and stakeholder departments performing cannabis-related work.</p> <ul style="list-style-type: none"> Establish Memorandums of Understanding (MOU) and Service Level Agreements (SLAs) between all departments involved in the cannabis permitting process. 	<p>CEO, P&D – Agree with comments.</p> <p>The Departments have been working together to ensure that the SDRC is expanded to include all Departments with the responsibility of reviewing cannabis projects and business licenses. In addition, SLA’s will be developed between Departments that play a role in reviewing cannabis land use applications and business license applications.</p> <p>Once MOUs/SLAs are agreed upon and approved, P&D will draft new SDRC protocols and guidelines.</p>	<p>Participating Departments will need to update their fee schedules to add this review and cost for Land Use Permits and Coastal Development Permits so they can be reimbursed. This will include:</p> <ul style="list-style-type: none"> - Ag Commissioner - Fire Dept - Flood Control - PW - Roads - Sheriff 	<p>The SDRC meetings are already underway.</p> <p>The CEO’s Office will begin the planning process for developing MOU’s and SLA’s in the 2nd quarter of FY 20-21.</p> <p>The CEO’s Office will coordinate bringing the cannabis-related fee schedule in the beginning of 2nd quarter of FY 2020-21</p>

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3.0	<p>Establish requirements around the digital submission and review of plans.</p> <ul style="list-style-type: none"> • The County Executive Office should utilize the P&D Box account for digital plan submission. • The CEO should collaborate with the Planning & Development Department to plan for the utilization of a digital plan review software. 	<p>CEO, P&D – Agree with comments.</p> <p>The CEO and P&D will review the Business License submittal requirements to ensure all development related information that will be needed by the CEO is included in the application materials and on plans submitted to P&D for permit processing. The goal is to eliminate the need for plans to be updated after they have been approved by P&D.</p> <p>In addition, the CEO and P&D have already worked to resolve the version control issue by requiring the submittal of plans approved by P&D as part of their Business License application. These plans can be signed/stamped digitally.</p> <p>P&D currently uses Bluebeam for some plan review and this may be integrated into Accela at the time the Department transitions to more robust online services.</p> <p>In addition, the CEO's office and other reviewing Departments will purchase appropriate licenses to allow for online review.</p>	<p>The CEO's Office and other reviewing departments, with the exception of Public Works, do not have software for reviewing plans digitally (e.g., BlueBeam) and would need to purchase licenses.</p>	<p>Implementation of this recommendation will be aligned with Recommendation 2.</p>

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4.0	Encourage customers to start the business license process at the start of the land use permitting process	<p>CEO – Agree with Comments.</p> <p>The CEO and Planning Development are currently encouraging concurrent processing. As part of the Chapter 50 update, the CEO will consider recommending mandating concurrent processing</p>	N/A	The Chapter 50 review will occur in the 2 nd quarter of FY2020-21
5.0	<p>Establish requirements around customer re-submittals and when they are accepted</p> <ul style="list-style-type: none"> • Develop an administrative policy that will require the applicant to have completely addressed all items prior to resubmittal. • Where cases are inactive for 90 days or longer should be closed. 	<p>P&D – Agree with Comments.</p> <p>The Department has already implemented a procedure to ensure resubmittals include all requested items. There are times when applications are dormant for 30-60 days or more because some of the required studies take time to complete resulting in the appearance of applications languishing. The Department has taken action to close cases that have been inactive for 90+ days and will continue to close cases when warranted.</p>	N/A	Completed in January 2020.

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6.0	<p>Adopt the land use fee process to strengthen the business license fee process.</p> <ul style="list-style-type: none"> • The CEO should adopt the Planning & Development Department deposit and reimbursement policies that are relevant to their process for the monitoring and collection of fees related to the business license project. • Notification should be sent to the applicant and reviewing Departments through Accela when 80% of the fee has been expended. • Establish a financial hold/stop work threshold when fees are depleted. 	<p>CEO – Agree with Comments.</p> <p>This process is already being implemented, but through a manual system. The CEO’s Office will need to work with Accela to determine the feasibility for making this conversion. The CEO’s Office will formalize the administrative procedures associated with this recommendation.</p>	<p>There are likely to be some significant technical issues involved in implementing this recommendation. At a minimum, it would require that Accela be integrated with FIN and the Employee Self Service (ESS) timecard software, and a reporting protocol will need to be developed.</p>	<p>The CEO’s Office will determine the cost/timing of implementing this recommendation during the 2nd Quarter of FY 2020-21.</p> <p>Actual implementation will likely be tied into Recommendation 1, the integration of the CEO and P&D’s Accela systems.</p>
7.0	<p>Develop a cannabis-based landing page with clear instructions and expectations for the customer</p>	<p>CEO, P&D – Agree with Comments.</p> <p>The cannabis website will map the permit and business license process to assist applicants.</p>	<p>There may be some expenses associated with updating the web page.</p>	<p>This update will be completed by the 4th quarter of FY 2020-21</p>