

KPMG Review of the Cannabis Permitting Process

KPMG and Planning & Development Response



October 13, 2020
Meeting of the Board of Supervisors



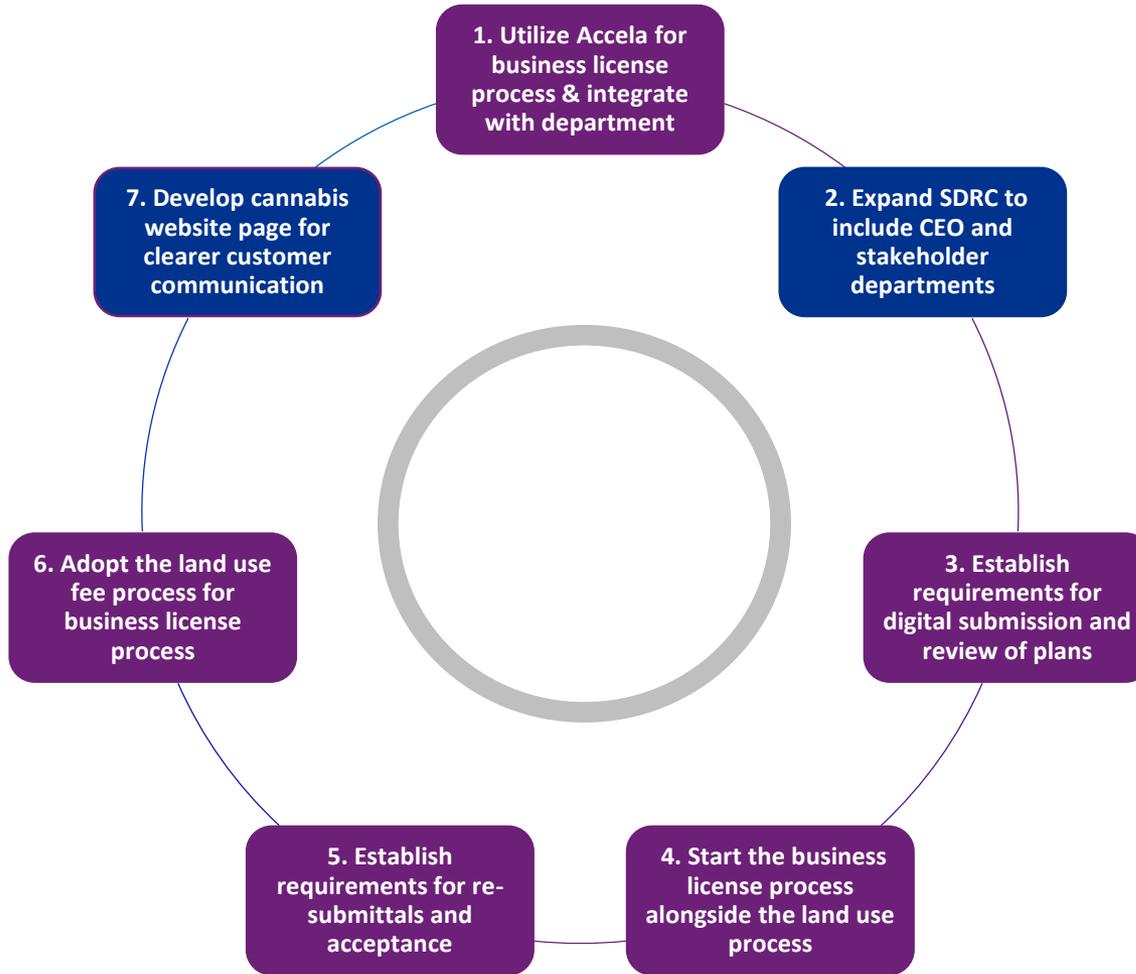
Improving Performance to Better Serve Our County Residents

Methodology

KPMG commenced the review of the Cannabis Permitting Process in October 2019. The purpose was to identify opportunities to improve the overall operational efficiency, effectiveness, and customer service provided by the County.



Cannabis Permitting Process Recommendations



 Denotes Board Policy Item



Questions

Recommendations Response

Recommendation

Response

Timeline

1. Stand up Accela for the business license process and merge workflows with the P&D's instance of Accela

CEO
Agree with comments

Accela is operational
Work Flow Rev. 3rd quarter FY 20-21
Phase 1 – 2nd quarter FY 21-22
Phase 2 – 4th quarter FY 21-22

2. Expand the SDRC to include the CEO and stakeholder departments performing cannabis-related work.

CEO, P&D
Agree with comments

SDRC Mtgs. Underway
MOU/SLAs 2nd quarter FY20-21
Fee Schedule 2nd quarter FY 20-21

3. Establish requirements around the digital submission and review of plans.

CEO, P&D
Agree with comments

Implementation aligned with Recommendation 2

4. Encourage customers to start the business license process at the start of the land use permitting process

CEO
Agree with comments

Implementation 2nd quarter FY 20-21

Recommendations Response

Recommendation

Response

Timeline

5. Establish requirements around customer re-submittals and when they are accepted

P&D
Agree with comments

Completed January 2020

6. Adopt the land use fee process to strengthen the business license fee process.

CEO
Agree with comments

Determine cost/timing 2nd quarter FY 20-21
Implementation aligned with Recommendation 1

7. Develop a cannabis-based landing page with clear instructions and expectations for the customer

CEO, P&D
Agree with comments

Implementation 4th quarter FY 20-21