

## Appendix C

<b>KPMG Recommendations and Implementation</b>
<b>The CEO's office and P&amp;D should work together to ensure the permitting software, Accela, and workflows are complementary</b>
<p>Application consolidation in the Accela on-line platform occurred at the end of May. The consolidation allows for applications to submit a complete and comprehensive package within weeks of permit approval and shortens the timeframe for securing a spot on the Eligibility List for the Acreage Cap. Automated system notifications are also being sent out to facilitate prompt department reviews. Future improvements include Accela generated reports on licenses in process.</p> <p>Full integration of P&amp;D and CEO instance(s) of Accela will follow P&amp;D's transition to the cloud based version of Accela.</p>
<b>Expand the existing Subdivision Development Review Committee's (SDRC) function and membership to ensure all cannabis applications get a thorough review from all reviewing departments early in the process</b>
County Executive Office and Sheriff staff are scheduled to participate in the September SDRC meeting to review three of the six cannabis storefront retail projects.
<b>Encourage simultaneous review of use permits and business licenses; and Improve the application review process for use permits</b>
The Chapter 50 ordinance now requires that applicants need an approved premise diagram and site security plan to improve concurrent processing. Applicants with approved permits are required to apply for a business license within 15 days regardless of appeal status. The business license team started meeting every other week to improve the application review and approval process with better communication and accountability.
<b>Strengthen business license fee procedures</b>
The CEO's office is working with affected departments to gather data and propose revisions to the fee structure that will ensure full cost recovery. This work will continue over the next 3 months and will include proposed amendments to Chapter 50A – Tax on Cannabis Operations.
<b>Modify the cannabis-based website (landing page) to provide a clearer path for applicants</b>
Website content is slowly being modified to reflect current information. The business licensing page was streamlined and a business license process flow chart added. CEO staff met with the project manager from General Services to prepare for the larger countywide website improvement project expected to be completed in late 2021.

Implementation of KPMG's recommendations continues as staff from the County Executive Office and Planning and Development continue to strategize on how to address the recommendations that are discrete to each department, as well as the shared objectives where collaboration between departments is necessary.