

# 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

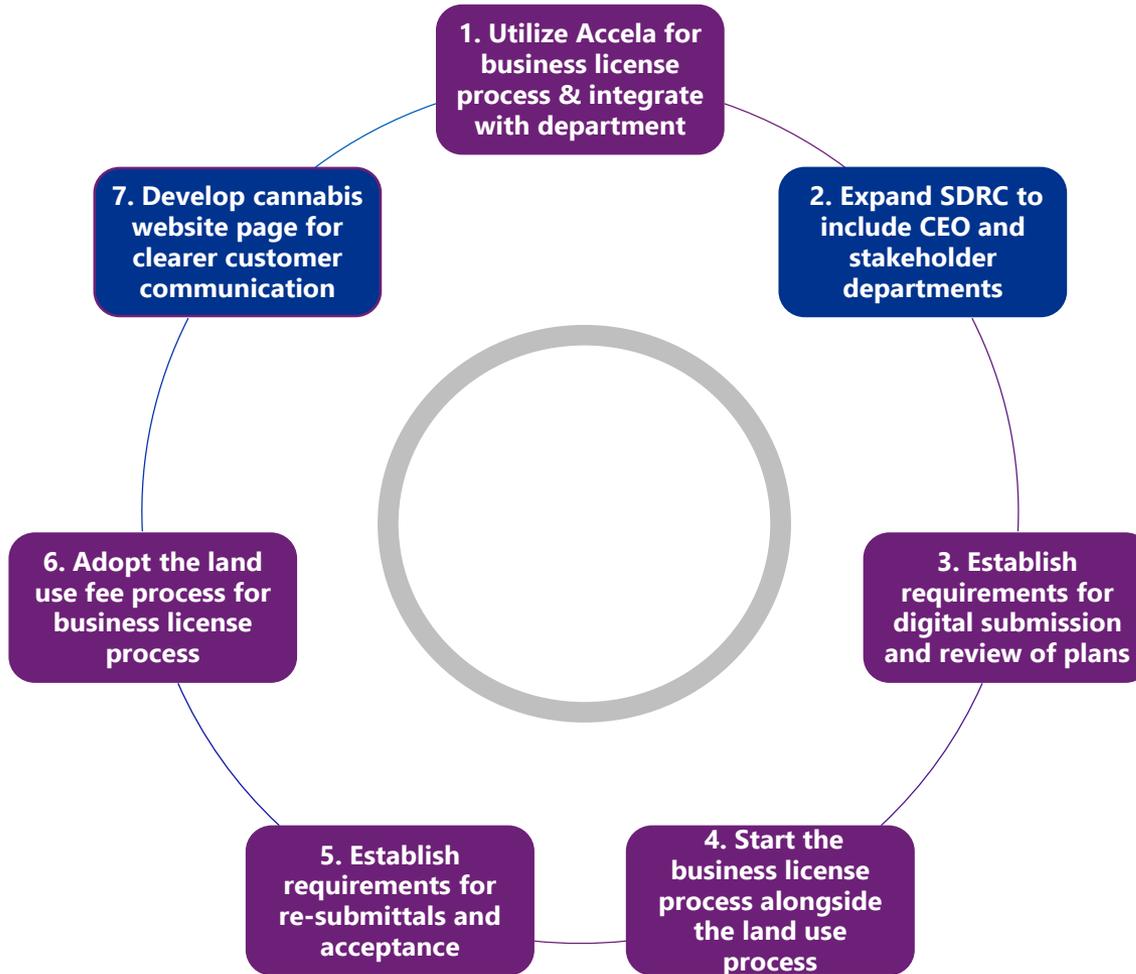
**Board of Supervisors Presentation**

# 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 – 2<sup>nd</sup> quarter FY 21-22  
Phase 2 – 4<sup>th</sup> 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 2<sup>nd</sup> quarter FY20-21  
Fee Schedule 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 4<sup>th</sup> quarter FY 20-21