

KPMG Recommendations and Implementation

The CEO's office and P&D should work together to ensure the permitting software, Accela, and workflows are complementary

The CEO's office is working with a consultant to improve the Accela business License application process, workflows, and ease of use. A significant on-line application consolidation is scheduled to occur over the weekend of May 29-30. Future improvements include automated system notification to facilitate prompt department reviews and accommodating application modification and amendments.

Full integration of P&D and CEO instance(s) of Accela will follow P&D's transition to the cloud based version of Accela. Estimated timing is 1-2 years.

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

County Executive Office, Planning & Development and Sheriff staff met to discuss leveraging the existing SDRC meetings and process to assist applicants with cannabis projects on the front end of the permit and licensing process. Staff will continue to coordinate as the SDRC undergoes a broader revisioning effort to maximize efficiency and participation including review of cannabis projects.

Encourage simultaneous review of use permits and business licenses; and Improve the application review process for use permits

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.

Strengthen business license fee procedures

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 6-9 months and will include proposed amendments to Chapter 50A – Tax on Cannabis Operations.

Modify the cannabis-based website (landing page) to provide a clearer path for applicants

Website content is slowly being modified to reflect current information. The business licensing page will be updated to reflect the Accela application portal updates and application package content over the next 3 months 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.

In addition, KPMG reviewed the cannabis revenue process involving the CEO office and Treasurer-Tax Collector's office and a final draft is in process for presentation to the Board.