



SMART Goals and Service Levels

SMART Goal #1: Issuing a Cannabis Business Permit (CBP)

The Cannabis Program will issue a CBP within 3 business days of the Operator submitting a complete CBP Initial Application and satisfying departmental requirements, in addition to the Property Owner receiving a fully cleared Land Use Entitlement.

Service level: 100%

Fiscal Year	Q4 of FY 21-22
Service Level	N/A*

*There were no initial CBPs issued within this reporting period.

SMART Goal #2: Renewing a CBP

The Cannabis Program will renew CBPs within 3 business days of the Operator submitting a complete CBP Renewal Application and satisfying departmental requirements.

Service level: 100%

Fiscal Year	Q4 of FY 21-22
Service Level	100%

SMART Goal #3: Providing local authorization using the Provisional Cannabis Business Permit (PCBP)

No later than August 1, 2022, up to 100 Operators who have not obtained a CBP will be issued a Provisional CBP under Good Standing criteria expiring one year from its issuance date.

Service level: 100%

Fiscal Year	Q4 of FY 21-22
Service Level	N/A

Draft SMART Goal #4: Providing renewal of the Provisional Cannabis Business Permit (PCBP)

The Cannabis Management Team will review outstanding requirements related to the Land Use Entitlement and the Cannabis Business Permit. Only those that have completed critical requirements and/or made significant progress to complete will be issued a one-time renewal of the PCBP expiring January 1, 2024 for Class A Provisional Cannabis Permittees and January 1, 2026 for Class B Provisional Cannabis Permittees.

Number of active operators who have completed critical requirements will be issued a renewed PCBP by TBD.

Service level: TBD

Fiscal Year	Q4 of FY 21-22
Service Level	N/A



Housing and Community Development Key Performance Measures and Service Levels

Key Performance Measure #1: Building permit plan check

Housing and Community Development will complete the review of plans submitted with building permits within 6-8 weeks.

Service level: 100%

Fiscal Year	FY 21-22
Service Level	96%

Key Performance Measure #2: Environmental Services permit plan review

Environmental Services permit plan review completed within 6-to-8-week timelines.

Service level: 100%

Fiscal Year	FY 21-22
Service Level	26%

Key Performance Measure #3: Engineering Services permit plan review

Engineering Services permit plan review completed within 6-to-8-week timelines.

Service level: 100%

Fiscal Year	FY 21-22
Service Level	31%

Key Performance Measure #4 Construction permit inspections

Housing and Community Development will complete construction permit inspections within one working day of the request.

Service level: 100%

Fiscal Year	FY 21-22
Service Level	100%

Performance Indicators

A. Balance of Cannabis Program Contingency

This allocation, originally approved in FY 19-20, was intended for additional Sheriff’s Office overtime and aerial surveillance. A broader usage of this allocation was recently approved, which includes enforcement tools, contracting with outside consultants to expedite permit processing. As such, RINCON and CSG have been retained to process planning and building permits respectively.

Type	# of Permits	Amount	Remaining Balance	Department
FY 21-22 Allocation Beginning Balance			\$501,680.00	CAO
RINCON: Land Use Permit Review	33	\$69,313.50	\$432,366.50	HCD
CSG: Building Permit Review	19	\$24,845.61	\$407,520.89	HCD
Enforcement Equipment		\$782.90	\$406,737.99	DA
Lab Testing		\$462.00	\$406,275.99	Health
		\$95,404.01	\$406,275.99	

B. Cannabis Land Use Permits

Currently there are 92 applications. 43 have been approved and 49 are pending approval. The table below shows the number of Cannabis Land Use Permits approved by fiscal year, where 4 were approved in Q4 of FY 21-22.

Fiscal Year	# Approved
FY 17-18	2
FY 18-19	3
FY 19-20	8
FY 20-21	8
FY 21-22	22
Total	43

C. Cannabis Business Permits

Currently there are 106 applications. 95 applicants are currently operating and 11 are inactive. The table below shows the number of initial Cannabis Business Permits issued by fiscal year, where 3 were renewed in Q4 of FY 21-22.

Fiscal Year	# Issued
FY 17-18	3
FY 18-19	6
FY 19-20	3
FY 20-21	3
FY 21-22	1
Total	16

D. State Licenses

Below are state licensing metrics at the close of FY 21-22.

Cultivation Type	Licensed Canopy Maximum	# of Active Licenses
Mixed-Light	3,893,000	390
Indoor	142,500	19
Nursery		39
Processor		47
Total	4,035,500	495

E. Compliance Inspections

Below is a recap of the 33 compliance inspections conducted in Q4 of FY 21-22.

