



Specific

It must be specified who will perform the goal, what will be done, when and where it will be completed, and why it is being done.



Measurable

The result needs to be measured using an indicator of quantity or volume, quality, time, and/or cost, and the tools to measure that are available.



Achievable

The organization must have the resources and capabilities to achieve the performance goal.



Relevant

The goal must fit into one or more overall strategic objectives of the organization.



Timely

A specific schedule is needed with dates for achieving the performance goal.



CANNABIS PROGRAM
MONTEREY COUNTY

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%

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%

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%

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



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%

Key Performance Measure #2: Environmental Services permit plan review

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

Service level: 100%

Key Performance Measure #3: Engineering Services permit plan review

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

Service level: 100%

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%