



CALIFORNIA
Governor's Office of Business
and Economic Development

STATE OF CALIFORNIA • OFFICE OF GOVERNOR GAVIN NEWSOM

**Office of Permit Assistance (OPA) Annual Report
Annual Report to the Governor and Legislature
October 2018 - September 2019**

Pursuant to Section 12097(d) of the California Government Code

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Office of Permit Assistance (OPA)

The Office of Permit Assistance (OPA) is housed within the Governor's Office of Business and Economic Development (GO-Biz) to provide support to the business community by:

- Providing permitting and regulatory compliance assistance to businesses,
- Assisting businesses in accessing information and resources related to permitting and regulatory compliance,
- Providing mediation and third-party facilitation to resolve conflicts between applicants and permitting and regulatory entities,
- Working with federal, state, regional, and local permitting and regulatory entities to exchange best practices and implement improvements to modernize permitting processes.

The following are highlights of OPA achievements during the reporting period of October 1, 2018 – September 30, 2019:

- Participation in Forest Management Task Force, Tree Mortality Task Force and Innovative Wood Products Working Group.
- Mediation services in over 25 cases.
- Implementation of new Quick Start Guides to cover additional industries. OPA staff developed two additional quick start guides to provide information on what permits to obtain to start the following industries:
 - Recycling & Recovery
 - Aquaculture

Significant Activities

Significant activities of the OPA for the reporting period of October 1, 2018 - September 30, 2019 in further detail are as follows:

Regulatory Compliance Assistance

The OPA staff assisted business owners in identifying the permits and other regulatory requirements needed to start a new business or expand an existing one. Businesses contact GO-Biz by phone, email or online submission, and request assistance with identifying permits needed to start or expand a business. Staff respond by email or phone and provide a list of regulatory entities and their permitting requirements specific to their business type. Staff also coordinate pre-application meetings between business owners and appropriate regulatory agencies to bring more clarity on more complex permitting requirements, if this level of intervention is requested or necessary.

In addition, OPA staff also provide services on requests that are submitted through the California Business Portal Service Help Desk. The Help Desk is the most common form of outreach by the unit and requests are typically resolved within 48 hours. Some requests require additional follow up and may take significantly longer based on the complexity of the request.

- October 1, 2018 – September 30, 2019
 - Total: 745 (monthly average: 62.08)

Permit Identification

During the reporting period, OPA staff had over 60 constituent requests that required permit identification services. There were engagements in all California's major industries, including agriculture, aerospace, retail, recycling and manufacturing, among others. A few case studies of OPA engagement on permit identification services are summarized below:

Janitorial Business in San Diego County

OPA was contacted by a janitorial service business that wanted to provide their cleaning services to small businesses in San Diego County. OPA staff assisted by providing information about San Diego County licensing for a janitorial business. OPA also connected the business with the Department of Industrial Relations to get information on how to register as a janitorial service provider with the regulator.

On-Line Retail Store Business in Marin County

OPA was contacted by a Californian online business interested in selling hand-made clothing products. The business was seeking information on required permits and licenses for operations. OPA staff provided general

compliance information and educated the business on the requirements for obtaining a resale certificate from the Department of Tax & Fee Administration.

Smoked Meats Food Vendor in Yolo County

OPA was contacted by an emerging food vendor in Yolo County that was interested in selling slow-cooked smoked meat products at local parks, fairs and farmer's markets. OPA staff assisted by providing permit compliance information for this type of business and connected the constituent to the Yolo County Environmental Health Department and the California Department of Public Health. The departments provided additional information to the business about the required forms to start his business.

Plastic Recycling & Reuse Company in Orange County

OPA was contacted by a recycling company interested in launching a plastic recycling and reuse company in Orange County. The company sought assistance in identifying necessary permits for starting the business. OPA staff connected the company with the local South Coast Air Quality Management district, the Santa Ana Regional Water Quality Control Board and the Department of Resources, Recycling and Recovery to provide information on the permit process and the required permit applications.

Consolidating and Disseminating Information

California Online Permit Assistance Tool (CalGOLD)

The OPA is responsible for maintaining the California Online Permit Assistance Tool – CalGOLD (www.calgold.ca.gov). CalGOLD is an easy-to-use tool that allows businesses to search for permit requirements tailored to their business type and location in California. Search results are sorted by local, state, and federal requirements, and, for each regulatory agency listed, contact information including physical address, web address, and telephone number is provided.

CalGOLD also includes a Forms and Fees Finder, developed and maintained by the relevant department, to help businesses find application forms and associated fees. The OPA and the GO-Biz information technology unit are collaborating to upgrade the CalGOLD tool and provide updated content through a refreshed use interface for a more streamlined user experience.

Website traffic for CalGOLD during the reporting period:

- Page Views: 385,517
- Unique Page Views: 295,941

Quick Start Guides

Quick Start Guides for common industry types are available for business owners to serve as reference tools for new business launch. These guides are available on the California Business Portal at <http://businessportal.ca.gov/business-assistance/start-a-business/quick-start-guides/>

The Quick Start Guides are intended to be used as a singular guide for the most commonly asked about business endeavors. The site maintains Quick Start Guides on:

- Automotive Repair
- Barber Shops and Beauty Salons
- Building or Engineering Contractor
- Business Consultants
- Cannabis Operations
- Catering Businesses
- Cottage Food Operation
- Domestic Repair (Handyman)
- Fitness Centers
- Mobile Food Vendors
- Pet or House Sitting
- Photographer
- Physical Therapist
- Restaurants, Bakeries, and Bars
- Retail Stores
- Software/Mobile App Developer
- Tutoring
- Recycling and Recovery

Mediation Services

OPA offers neutral mediation services for business entities and regulating government agencies. Case resolution can last anywhere from a few weeks to several months, depending on the complexity of the dispute. Mediation services are not unique to any specific industries but vary in their nature and issue. OPA staff provided mediation related services throughout California during this reporting period. A few case studies of OPA engagement on mediation services are summarized below:

Food Truck Business in Riverside County

OPA was contacted by a food truck business that was having compliance challenges with the local County Environmental Health Department. The business was being asked to add an extra sink to separate contaminated water from clean water. The business was unable to install an additional sink given the size parameters of the truck and financial constraints to retrofit the

existing truck. OPA staff contacted the local environmental health department on the business's behalf to negotiate an alternative solution for the business to be compliant with the local ordinances. As a result, the local environmental health department agreed to permit the business through an accommodation. The department allowed the business to use a partition in the existing sink to separate the contaminated water from the clean water.

Resolution time: One week

Cannabis Grower & Distributor in Trinity County:

OPA staff connected with a cannabis business that was experiencing time constraint issues with the transition process from a temporary license and needed to receive their permanent license from the Department of Public Health and the Department of Food and Agriculture by the end of July 2019 to stay in business. OPA staff contacted and worked with both departments to convey the significance of expediting the permit so that the grower could meet their harvest deadlines in a timely manner and remain compliant and operational in Trinity County.

Resolution time: One week

Cannabis Grower & Distributor in Humboldt County:

OPA staff assisted a cannabis business that needed to transition from a temporary license to a permanent license with the Department of Food and Agriculture in Humboldt County. OPA staff contacted the Department to negotiate extensions for the businesses to complete paperwork and obtain missing documentation for the completion of the permanent license filing to continue operations and meet harvest deadlines.

Resolution time: One Week

Grocery Store in Los Angeles County

OPA staff assisted a broker representing a Los Angeles County grocery store that needed to obtain its liquor license from the Los Angeles Alcoholic Beverage Control (ABC) District. Upon further investigation, OPA staff determined that the ABC license was being delayed because the businesses conditional use permit (CUP) was delayed. OPA staff contacted the Los Angeles Planning department to assist in expediting the approvals and issuance of the CUP within the month. Once approved, OPA contacted the Los Angeles ABC district office to expedite the issuance of the businesses liquor license.

Resolution time: One Day

Seaweed Cultivator in Santa Barbara County

OPA was contacted by a Santa Barbara based seaweed cultivation company looking to farm seaweed in indoor tanks. The company had unsuccessfully tried to contact local and state regulatory departments multiple times to understand their permitting requirements. OPA staff was able to connect the company with the California Statewide Aquaculture Coordinator to assist the company in identifying their local and state permitting needs.

Resolution time: On-going

ZEV Virtual Sales Agency in Los Angeles County

OPA was contacted by a business representing a business which sells used zero-emission vehicles on virtual platforms. Because the Department of Motor Vehicles (DMV) did not have any precedent in regulating this type of business, the department was not issuing permits for the business. OPA staff reached out to the DMV to convene all parties of interest to find a resolution. As a result, the DMV and OPA found an amicable solution for the business to take on compliance steps to operate their business within 2 months.

Resolution time: 2 Months

California Business Portal Regulations, Permits & Compliance Interagency Committee

OPA continues to host an Interagency Committee comprised of state regulatory entities to discuss ways to improve the California Business Portal affiliated webpages that help businesses identify their requirements to start, expand and stay in compliance. The committee also offers a means for regulatory entities to better collaborate in their regulating activities, as well as discuss and consolidate duplicative activities in regulating specific industries. During this reporting period, the committee met two times, on February 13, 2019 and May 22, 2019.

Major Highlights:

- GO-Biz updated the committee members on the Community Reinvestment Grant Program (CCRG) and GO-Biz's role to solicit stakeholder input to develop the grants program.
- AB 516 (Mullin, Chapter 90, Statutes of 2016)– Electronic licensing. Auto dealers are required to electronically report the sale of a vehicle and issue

a Temporary License Plate. DMV representatives educated members on the law that went into effect on January 1, 2019.

- SB 1046 (Hill, Chapter 783, Statutes of 2016) – Ignition Interlock Devices (IID). DMV is working with manufacturers, and Bureau of Automotive Repair (BAR) and installers. Previously piloted in 4 counties; Effective 1/1/19, mandatory in all 58 counties in California.
- Franchise Tax Board updated members on their plans for outreach on tax preparation to Latinx communities.
- The Alcoholic Beverage Control (ABC) Department approved 150 theater beer and wine licenses for the first time. The ABC also shared information about their Responsible Beverage Services Training Program to train bartenders that sell alcoholic beverages at individual on-sale licensed premises.
- Department of Tax & Fee Administration reported that new use tax collection requirements for remote sellers and new district use tax collections for all retailers would be mandated beginning April 1, 2019.

OPA recognizes the following 22 regulatory agencies and departments that participated in the Interagency Committee:

1. Air Resources Board
2. Board of Equalization
3. Business, Consumer Services and Housing Agency
4. Commission on Disability Access
5. Department of Alcoholic Beverages Control
6. Department of Business Oversight
7. Department of Fish & Wildlife
8. Department of Food and Agriculture
9. Department of Housing and Community Development
10. Department of Industrial Relations
11. Department of Motor Vehicles
12. Department of Public Health
13. Department of Toxic Substances Control
14. Department of Transportation
15. Employment Development Department
16. Environmental Protection Agency
17. Franchise Tax Board
18. Natural Resources Agency
19. Office of Administrative Law
20. Office of Environmental Health Hazard Assessment
21. Secretary of State
22. State Controller's Office

Plans for Quarterly Meetings Next Report Cycle

OPA's intent for these meetings in the next reporting cycle will be identifying best practices for streamlining permitting. OPA will discuss current streamlining projects with agencies and develop a process for soliciting information from other agencies that are seeking assistance in future streamlining efforts. OPA will then partner with the agencies that can address business concerns and help develop best practices.

Additional OPA Engagements

OPA also provides input to various agencies on matters that impact environmental and climate change programs, including:

- California Forest Biomass Working Group – This effort is led by the U.S. Forest Service. OPA participates in meetings and discussions about wood product development.
- California Roundtable for Agriculture and the Environment (CRAE) – OPA participates with state agencies, federal agencies, and public interest groups to discuss and study California agricultural issues. OPA helped develop a focus on the wood biomass issue, resulting in the CRAE producing a white paper analysis and annual symposium on the issue.
- Office of Planning and Research (OPR): Biochar Research Advisory Council – OPA participates every 1-2 months to provide an economic development perspective and feedback on research questions.
- California Forest Management Task Force: OPA regularly participates in the Tree Mortality Task Force with other state, federal and local agencies to develop markets and pursue forestry related projects from high hazard areas, working closely with the Market Development Working Group. OPA also monitors the Forest Health, Bioenergy, and Regulations Working Groups.
- Little Hoover Commission: Report on Forest Management – OPA assisted in the development of testimony and comments on the draft report and recommendations. OPA continues monitoring its progress.