



CALIFORNIA
Governor's Office of Business
and Economic Development

STATE OF CALIFORNIA • OFFICE OF GOVERNOR GAVIN NEWSOM

Office of Permit Assistance (OPA) Annual Report

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OVERVIEW: 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, and;
- 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, 2020 – September 30, 2021:

- Resolution of a total of 2,379 permitting inquiries.

Permit Assistance Type	Count
Complex Permit Mediation Projects	36
Complex Permit Identification Projects	60
Phone Calls – General Permit Inquiries	410
GO-Biz Help Desk Inquiries	1,873
Total	2,379

- Review and comment of 4 Standard Regulatory Impact Assessments (SRIA)
- Design, Data Validation and Development of CalGOLD 2.0
- Implementation of new Quick Start Guides to cover additional industries. OPA staff developed three additional quick start guides to provide information on what permits to obtain to start the following industries:
 1. Janitorial Services
 2. Foreign Banking Organization

PERMITTING ASSISTANCE ACTIVITIES

The following sections detail significant activities of the OPA for the reporting period of October 1, 2020-September 30, 2021.

Regulatory Compliance Assistance

The OPA staff assists business owners in identifying permits and other regulatory requirements needed to start a new business or expand an existing one. Staff respond to business inquiries by email or phone and provide a list of regulatory entities and specific permitting requirements. Staff also coordinate pre-application meetings between business owners and the appropriate regulatory agencies to bring more clarity on more complex permitting requirements if this level of intervention is requested or if necessary.

In addition, OPA staff provide responses to requests submitted through the online California Business Portal Service Help Desk (<https://gobiz.zendesk.com/hc/en-us/requests/new>). Requests are typically

A few case studies of engagement on permit identification services are highlighted below:

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<p>April 2021</p>	<p>Foreign based Autonomous Vehicle Company (Kern County)</p> <p>Background: On April 14th 2021, a Brazilian autonomous vehicles company contacted OPA, they were looking to expand to California. They were seeking to locate near customers with large industrial facilities (for example mines) that could use autonomous vehicles for internal transportation needs, thereby not needing to deal with regulations for driving on public roads.</p> <p>Permitting Challenge: The company was struggling to ascertain what forms and permits would be required.</p> <p>Achieved Result: OPA staff walked the company through the GO-Biz Quick Start Guide for businesses. OPA staff also connected the company with permitting specialists at Department of Motor Vehicles autonomous vehicles section specialist and other applicable state and local regulatory agencies to provide the business with the appropriate forms and information.</p> <p>Resolution Time: 2 Days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • California Department of Motor Vehicles • California Secretary of State • California Department of Tax & Fee Administration • California Franchise Tax Board • California Employment Development Department • California Department of Industrial Relations
<p>April 2021</p>	<p>Out of State Company (San Francisco County)</p> <p>Background: On April 28th 2021, a corporate officer for an imaging company from Fitchburg, Massachusetts contacted OPA for permit and other regulatory assistance for introducing their products in California and having employees in California.</p> <p>Permitting Challenge: Company did not know who to contact nor which permits they would need.</p> <p>Achieved Result: OPA Staff connected the company with Secretary of State to register their company, California Tax and Fee Administration to obtain seller’s permit and resale certificate, California Franchise Tax Board to pay taxes for their business entity,</p>

	<p>Department of Industrial Relations to get information about the labor laws and the California Department of Employment Development to register as an employer</p> <p>Resolution Time: 1 week</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • California Secretary of State • California Department of Tax & Fee Administration • California Franchise Tax Board • California Employment Development Department • California Department of Industrial Relations
February 2021	<p>Home Health Care Business (Solano County)</p> <p>Background: On February 18th, 2021 a company contacted OPA regarding the permitting requirements for starting a home health care facility business.</p> <p>Permitting Challenge: Needed assistance with determining the regulatory requirements for operating such a business.</p> <p>Achieved Result: OPA connected the company with Home Care Services Bureau (HCSB) and also provided a list of all the local, state and federal permits along with contact information for the regulatory agencies.</p> <p>Resolution Time: 2 days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • California Secretary of State's Office (SOS) • California Franchise Tax Board (FTB) • California Employment Development Department (EDD) • California Department of Industrial Relations (DIR) • Home Care Services Bureau (HCSB) • California Department of Tax and Fee Administration (CDTFA)
December 2020	<p>Speech, language and audiology Practice (Sacramento County)</p> <p>Background: On December 18, 2020, a speech, language and audiology practice contacted OPA. They were interested in opening a clinic in California.</p> <p>Permitting Challenge: The company was unable to determine information on permitting requirements to operate such a business.</p> <p>Achieved Result: OPA reached out to the Board of Speech-Language & Audiology & Hearing Aid Dispensers and scheduled a meeting between the practice owner and Board. OPA also provided them with a list and contact information for all local, state and federal permitting requirements. Permitting needs of the practitioner were addressed and they moved forward with filing application under the direction of a Board of Speech-Language & Audiology & Hearing Aid Dispensers representative.</p> <p>Resolution Time: 2 days.</p>

	Involved Agencies: <ul style="list-style-type: none"> • Department of Consumer Affairs (DCA)- Board of Speech-Language & Audiology & Hearing Aid Dispensers
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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 industry or issue type.

During the reporting period, OPA staff received 36 requests that required complex permit mediation services. Complex permit mediation projects took between one and 60 days to resolve.

OPA helped identify permits and permit processes related to local, state, and federal permitting authorities.

A few case studies of OPA engagement on permit mediation assistance are highlighted below:

September 2021	<p>Alcoholic Beverage License for a Bar (Sacramento County)</p> <p>Background: On September 27th, 2021, a wine bar owner contacted OPA staff to assist them in getting their permit issued before their grand opening. Their business address suite number was reassigned by the city and the business owner submitted the updated information to ABC. There was going to be one month wait before ABC would allow them to utilize their license.</p> <p>Permit Challenge: The company contacted OPA to ask for help to get their license issued as soon as possible as they had already hired staff and were training them. Due to Covid-19 there is a shortage of staff and they had to pay the employees before opening their doors</p> <p>Achieved Results: OPA reached out to ABC and discussed the possibility of letting the bar open to avoid additional financial burden on the bar owner. ABC worked with the business owner and the license was issued next day.</p> <p>Resolution Time: 2 days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • Department of Alcoholic Beverage Control (ABC)
July 2021	<p>Constituent (Sacramento County)</p> <p>Background: Concerned citizen reached out to OPA seeking assistance for disability benefits payment from EDD. He got injured on the job and could not pay his bills due to the delay in benefits.</p> <p>Achieved Result: OPA reached out to Employment Development Department (EDD) and connected the citizen with EDD they verified his employment information and released his payments from the date of injury.</p> <p>Resolution Time: 2 days</p>

	<p>Involved Agencies:</p> <ul style="list-style-type: none"> • Employment Development Department
June 2021	<p>Garment Manufacturing (Los Angeles County)</p> <p>Background: A garment manufacturer of jeans for various designers and retail stores. The parent company is located overseas in Asia. The business has been operating since opening in January with approximately 50 employees.</p> <p>Permit Challenge: The business did not know they needed to have the Garment Manufacturing Permit from Department of Industrial Relation to operate a garment business and did not know how to apply or how the process works. Without this permit the company could be shut down.</p> <p>Achieved Results: OPA scheduled a roundtable meeting with DIR-Garment Manufacture Unit, company and CAL Bis Team. DIR Supervisor of the Garment Manufacture Unit was able to get a waiver from legal to allow the HR management with valid ID to take the state test for the permit and issue a temporary permit for 30 days.</p> <p>Resolution Time: 1 day</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • Department of Industrial Relations (DIR) -Garment Manufacture Unit
May 2021	<p>Revitalization Project (Santa Clara County)</p> <p>Background: On May 11th, 2021, OPA was contacted by City of San Jose to assist West Bank-developer who was looking to purchase redevelopment property in downtown San Jose. To do this they needed approval from Housing Community Development (HCD)</p> <p>Permitting Challenge: The company was facing challenges in getting approval from HCD. The developer had contract with property owner that was going to expire within a week.</p> <p>Achieved Result: OPA reached out to Loan/Grant Closings unit of the California Department of Housing and Community Development to discuss the path forward. OPA arranged a meeting between HCD staff and permits team. On May 14th HCD delivered the requested information and approval to the company and project was able to move forward.</p> <p>Resolution Time: 4 days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • Housing & Community Development (HCD)
May 2021	<p>Bakery (Alameda County)</p> <p>Background: On May 21st, 2021, OPA was contacted by a Bakery owner from Berkeley who was having difficulty in getting his processed food registration application approved, inspection of his facility was delayed. The delay was a</p>

	<p>hinderance in serving the community and employing workforce.</p> <p>Permitting Challenge: The company needed help in understanding the reasons for delay.</p> <p>Achieved Result: OPA contacted California Department of Public Health (CDPH) to learn more about the process and was informed that due to Covid-19 emergency coupled with an increased influx in applications was causing delays.</p> <p>Resolution Time: 3 days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • California Department of Public Health (CDPH)
May 2021	<p>Energy Company (Tehama County)</p> <p>Background: A energy company contacted OPA regarding a lien against the operation of their potential business site due to environmental concerns and violations from previous business owners.</p> <p>Permit Challenge: Company was having difficulty in connecting with the regulatory agencies to address the clean-up issue and removal of lien.</p> <p>Achieved Results: OPA scheduled a meeting with the Department of Toxic Substance (DTSC), site mitigation staff of Tehama County, environmental testing consulting firm and the company. DTSC and the county laid out path forward to completion of the investigation and removal of lien against the site.</p> <p>Resolution Time: 4 weeks</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • Department of Toxic Substances (DTSC) • County of Tehama
May 2021	<p>Fast-food (Los Angeles County)</p> <p>Background: A chain of Food Stores that would bring healthy fast food to underserved communities at reasonable prices. The company submitted their plans to the City of Monterey Park Building and Planning Department. City approved their plans and issued city permits. They submitted their plans to Los Angeles County Public Health Department for plan check</p> <p>Permitting Challenge: The business owners submitted their plans to the County of Los Angeles Health Department. Due to COVID-19 the county had shortage of staff with some staff teleworking, so it would have taken 45 days to get their plan through plan check.</p> <p>Achieved Result: OPA was able to meet with the Supervisor of the Health Department explained the situation. He helped to meet with the assigned plan checker for update, expediated the review of the final plans and issue the permits. Creation of 20 job to start.</p> <p>Resolution Time: 3 weeks</p>

	<p>Involved Agencies:</p> <ul style="list-style-type: none"> • City of Monterey Park Economic Development • County of Los Angeles Public Health Department
April 2021	<p>Cannabis Manufacturer (Monterey County)</p> <p>Background: On April 19th, 2021, a Cannabis farmer from King City contacted OPA seeking assistance for their immature stock and seed to be approved to enter licensee’s inventory without a source. The reason for this request was that the unsourced inventory embodies proprietary genetics that were preserved for purposes of future cultivation, and they were protected in the meantime to avoid intellectual property theft and/or contamination.</p> <p>Permitting Challenge: The nursery facility was ready to begin operations. Nursery owners were waiting for the approval from California Department of Food & Agriculture (CDFA) for the entry of immature stock and seeds into the facility.</p> <p>Achieved Result: OPA reached out to the registration unit and organized a meeting with the company and CDFA representative to resolve the issue. CDFA advised the business owner about the regulations and steps to become compliant to get immature stock and seed from the licensed nursery.</p> <p>Resolution Time: 10 days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • California Department of Food & Agriculture
November 2020	<p>Non-Profit Food Delivery (Santa Clara County)</p> <p>Background: On November 3, 2020 a nonprofit business reached out to OPA seeing assistance with approval of their project. After application was deemed complete they were informed of additional requirements. Per instructions of Section 65942 of Permit Streamlining Act that states new requirements may only be added after initial application if they resulted from conditions which were not known and could not have been known by the public agency at the time the application was received. SRA Fire Safe Regulations were not new. Both the CAL FIRE and county planning department were aware of these requirements in September of 2020 when the application was first submitted. These requirements were not listed in any of the application checklists or materials on the County permitting website.</p> <p>Permitting Challenge: Their application was held up due to the additional requirements. They also needed a certificate of registration from the Secretary of State.</p> <p>Achieved Result: OPA staff contacted the County permitting agencies had a conversation with them, County officials requested some additional documents and approved the application.</p>

	<p>Resolution Time: 7 days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • Santa Clara County • Secretary of State
October 2020	<p>Grocery Market (Los Angeles County)</p> <p>Background: Member of the Tri-City Chamber of Commerce contacted OPA asking for permit assistance with a Market located in the City of Carson. The Tri-City Chamber of Commerce includes the cities of Bell Gardens, Bell and Pico Rivera. The community has not had a grocery store in five years.</p> <p>Permitting Challenge: The owners submitted the application to the County of Los Angeles Public Health for inspection and grading permit. They have been waiting for 4 months.</p> <p>Achieved Result: OPA contacted the assigned person with the Los Angeles County Public Health Department emailed and called regarding the status of the permit application. The county granted a temporary permit to allow the store to open on schedule along with the permit to accept EBT cards. OPA was given a tour of the new grocery store with the business owners. It resulted in creation of 30 jobs.</p> <p>Resolution Time: 4 days</p> <p>Involved Agencies:</p> <ul style="list-style-type: none"> • County of Los Angeles Public Health Department

CONSOLIDATING & 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.

Website traffic for CalGOLD during the reporting period is not available. The California Department of Technology (CDT) currently manages/hosts the current CalGOLD application. CDT made a change in August 2020 and that inadvertently changed the CalGOLD Google Analytics ID. After the change, Google Analytics stopped tracking CalGOLD website traffic data. GO-BIZ IT reached out to CDT to resolve the issue by adding the correct Google Analytics ID in the application code and to obtain the IIS logs to potentially recover web traffic data from August 2020 to August 2021. CDT shared the server logs, but

historical data was not recoverable because the log data was in a non-standard format. At this time, the valid Google Analytics ID is in place and GOBIZ shall be able to get web traffic data going forward.

- Please see the top 10 cities that CalGOLD site visitors are located:

CalGOLD 2.0 New Application & Data Migration Activities

Currently the OPA and the GO-Biz IT Unit have been working on the development of CalGOLD 2.0 to transfer existing data into a new system that will allow GO-Biz staff to better manage the database, make timely updates and additions, allow for external partners to update relevant content and provide a platform for further agency collaboration to improve the overall permitting process in California.

CalGOLD 2.0 will provide updated content through a refreshed user interface for a more streamlined user and staff maintenance experience.

CalGOLD 2.0 implements new technology, design, and information to improve the overall user experience and quality of permit assistance information. The following steps have been achieved in the current reporting period:

- Implemented the current State of California web template.
- Implemented responsive design to allow for CalGOLD 2.0 to be used on desktop computers, laptops, tablets, phones, and other devices.
- Redesigned CalGOLD 2.0 to be hosted in GO-Biz cloud. CalGOLD v1 was previously hosted in a physical server environment. Cal GOLD v1 has been moved to California Department of Technology Azure cloud environment. Cal GOLD v2 is hosted in the GO-Biz cloud environment.
- Redesigned the new application to improve ability to create and update all permit related information, permit authorities, contacts, and cities.
- Performed data migration and clean up from Cal GOLD v1 to Cal GOLD v2, updating all permit and administrative contact information, and removing redundancies Original data included unique records for every combination of business type (NAICS) and business location (Zip code) in which each permit applied: the new version condenses this information to a single record per permit. Original data made up 370k entries, including near duplicates of many permits that required both computational and by-hand analysis for cleanup.
- In the completed form, the current data covers 1260 unique permits across nearly 400 entities at the federal, state, regional, county, and city level.

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A current version of the CalGOLD 2.0 production environment can be viewed and accessed through the following link: <https://prod.calgold.ca.gov/>

A main goal for the CalGOLD 2.0 platform is to allow permitting agencies to update their permits content in real-time. This would shift the responsibilities for maintaining data in the tool to local and state permitting authorities, with GO-Biz technical assistance.

GO-Biz staff sees the build-out of CalGOLD 2.0 as an opportunity for future collaboration with permitting officials to provide more customer service focused engagements with applicants in the overall permitting process.

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 commonly asked questions as it relates to specific industries.

For this reporting period, the GO-Biz Business Portal Quick Start Guide webpage received over 13,000 unique visits from users. The site maintains Quick Start Guides on the following industries:

- 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
- Aquaculture
- Alcoholic Beverage Licenses

For this reporting period, the OPA developed and uploaded 2 new Quick Start Guides for the following industries:

- Janitorial Services
- Financial Institutions- Banks

MAJOR REGULATIONS - STANDARDIZED REGULATORY IMPACT ASSESSMENTS (SRIA)

The OPA team reviewed and commented on a total of 4 SRIAs from State departments in the current reporting period.

The following is a list of the SRIAs reviewed:

1. **September 2021** Department of Industrial Relations Regulations for the Heat Illness Prevention in Indoor Places of Employment

August 2021

1. California Air Resources Board's Proposed Amendments to the heavy-duty inspection and maintenance regulation for Emission Control

July 2021

2. California Air Resources Board's Proposed Amendments to the Regulation to Reduce Emissions from Diesel Engines on Commercial Harbor Craft Operated within California Waters and 24 Nautical Miles of the California Baseline

July 2020

3. California Department of Justice's Proposed Regulatory Amendments to New Dealer Record of Sale (DROS) Fee

CALIFORNIA BUSINESS PORTAL REGULATIONS & COMPLIANCE COMMITTEE

For this reporting period, OPA hosted one interagency meeting with multiple State departments, OPA worked with the following state agencies to go over targeted efforts to streamline permitting processes. A summary of those efforts is provided below:

Correspondence with Specific State Regulatory Agencies:

1. Department of Consumer Affairs / Boards & Bureaus
 - a. Contractors State Licensing Board
 - b. Board of Barbering & Cosmetology
2. Alcoholic Beverages Control Department
3. Department of Financial Protection and Innovation
4. Department of Food & Agriculture
5. Department of Public Health
6. Department of Toxic Substances Control
7. Secretary of State's Office
8. Department of Fish & Wildlife
9. California Air Resources Board
10. Employment Development Department
11. Department of Tax & Fee Administration
12. Franchise Tax Board
13. Department of Industrial Relations
14. California Commission on Disability Access
15. Department of Housing and Community Development

16. Department of Real Estate
17. Department of Insurance

Plans for Quarterly Meetings Next Report Cycle

OPA's intent for the next reporting cycle will be to partner with these departments to pilot their registration and content update engagements within CalGOLD 2.0.