



MEMORANDUM

TO: Chair and Members of the Marijuana Control Board DATE: June 2, 2016

FROM: Sarah Daulton Oates, Program Coordinator RE: Licensing Update

Total Applications Received as of June 2, 2016 **344**

- 1) Applications by the Numbers
 - a. Applications Voided 49
 - b. Applications in New Status 41
 - c. Applications in Initiated Status 200
 - d. Applications in Under Review Status 20
 - i. Applications Under Review Sent Incomplete Letters 15
 - ii. Applications Under Review in Mat-Su Borough 4
 - iii. Applications Under Review, Yet to be Reviewed 1
 - e. Applications Determined Complete 34
 - i. Applications Determined Complete by May 26 30
- 2) Applications by License Type
 - a. Cultivation Facility applications 218
 - b. Testing Facility applications 6
 - c. Other applications 120

Licensing Database (Phase II)

Phase II of the online marijuana licensing database went live on May 17, 2016. It has drastically improved search functionality of the system, enabled printing of marijuana establishment licenses and marijuana handler permit cards, exports data for METRC, generates reports, and further enhanced staff's capability to track licensing applications.

As expected with any new database created from scratch, there have been kinks that staff has been spending countless hours working with IT to iron out. One example of an issue that has come to staff's attention is the lack of any notification to staff when a license applicant has paid the fees and is ready to be moved to the "Under Review" status. This has caused frustration for both applicants and staff. Currently, the examiners have been sending out email notifications



that specifically instruct applicants to send emails to marijuana.licensing@alaska.gov once they have paid, so that the licensing team is aware that an application is ready for processing. The examiners have been spending many hours a week testing the licensing database to ensure that improvements and fixes are working as expected.

Incomplete Letters

Since March 16, 2016 when the first payment was received, 50 applications have been paid for and moved to "Under Review". Of the 49 license applications that the licensing staff has processed since that date, 48 of them have been sent incomplete letters. After an incomplete letter is sent, the examiner then corresponds with the applicant an average of three times before the application corrections are complete. About 10% of the applications have required a second incomplete letter when numerous modifications need to be made.

Other Correspondence with Applicants

Licensing staff spends an enormous amount of time corresponding with applicants each day. Many applicants have made 20-minute appointments with staff to ask questions or discuss pieces of their applications.

Because the examiners receive so many different types of questions daily, they devote many hours each week to "licensing huddles" with the management team. In these huddles, various scenarios are discussed, and a plan of action is determined.

The examiners spend an average of 4-5 hours per day reading and replying to emails received in the marijuana.licensing@alaska.gov email, answering phone calls, and helping people who walk into the office with documents and simple questions. In addition to answering questions, a significant portion of the examiners' time each day is spent doing administrative tasks related to applications, including sorting, scanning, and uploading supplemental documents and updating the licensing database.