



Washington State Liquor and Cannabis Board

Social Equity (HB 2870) Applicant Experience Survey

Goal: To better understand HB 2870 application experience so LCB can make improvements for the next round of SE applicants



Washington State Liquor and Cannabis Board



Washington State
Liquor and Cannabis Board

February 8, 2024

Hello,

The Liquor and Cannabis Board (LCB) is interested in learning more about your experience with the Cannabis Social Equity application process. Your feedback will help us understand areas for improvement and inform our decision making for future rule development.

To provide feedback [please click this link here](#). We estimate this survey will take about 10 minutes to complete. Participation is completely voluntary.

Please feel free to forward to whomever may be interested in providing feedback to LCB. We are interested in hearing from a range of individuals who did and did not apply to the Cannabis Social Equity program.

If you have any questions or comments specific to rule making, please email: rules@lcb.wa.gov.

Thank you,

Sarah Okey
Research Manager
Liquor and Cannabis Board

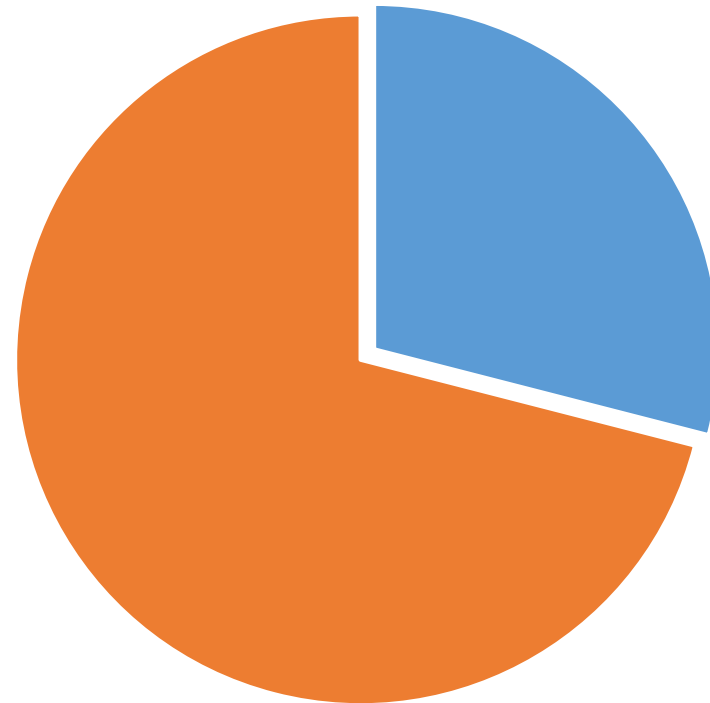
~10% of individuals who
applied to HB 2870
completed the survey

** Given the small sample size, caution is needed when interpreting results



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Among the 73 survey respondents, **29%** reported they received a preliminary letter of approval





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Survey Results

Cost

Assistance

Application Process

Communication

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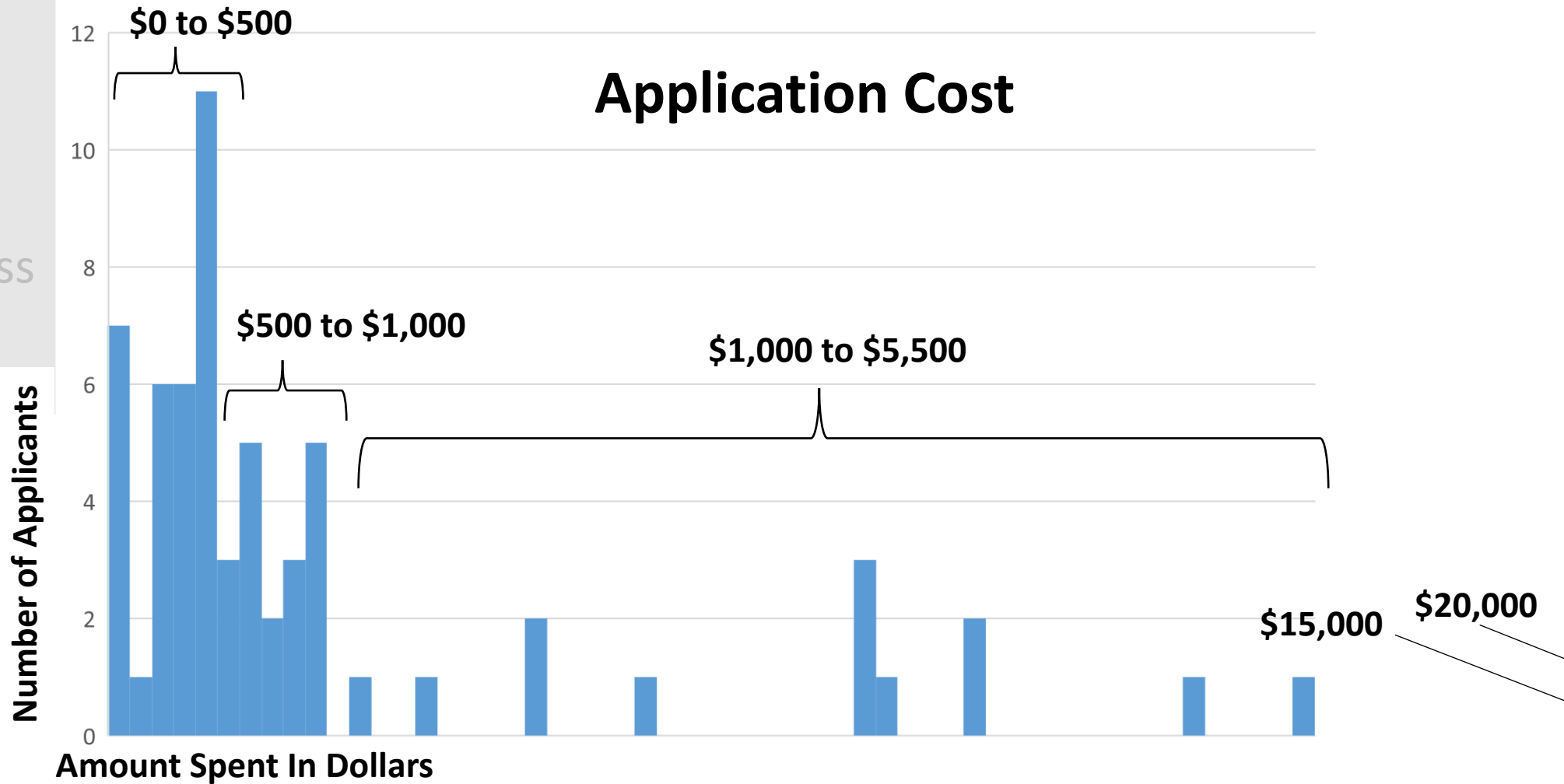
Survey Results

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Survey Results

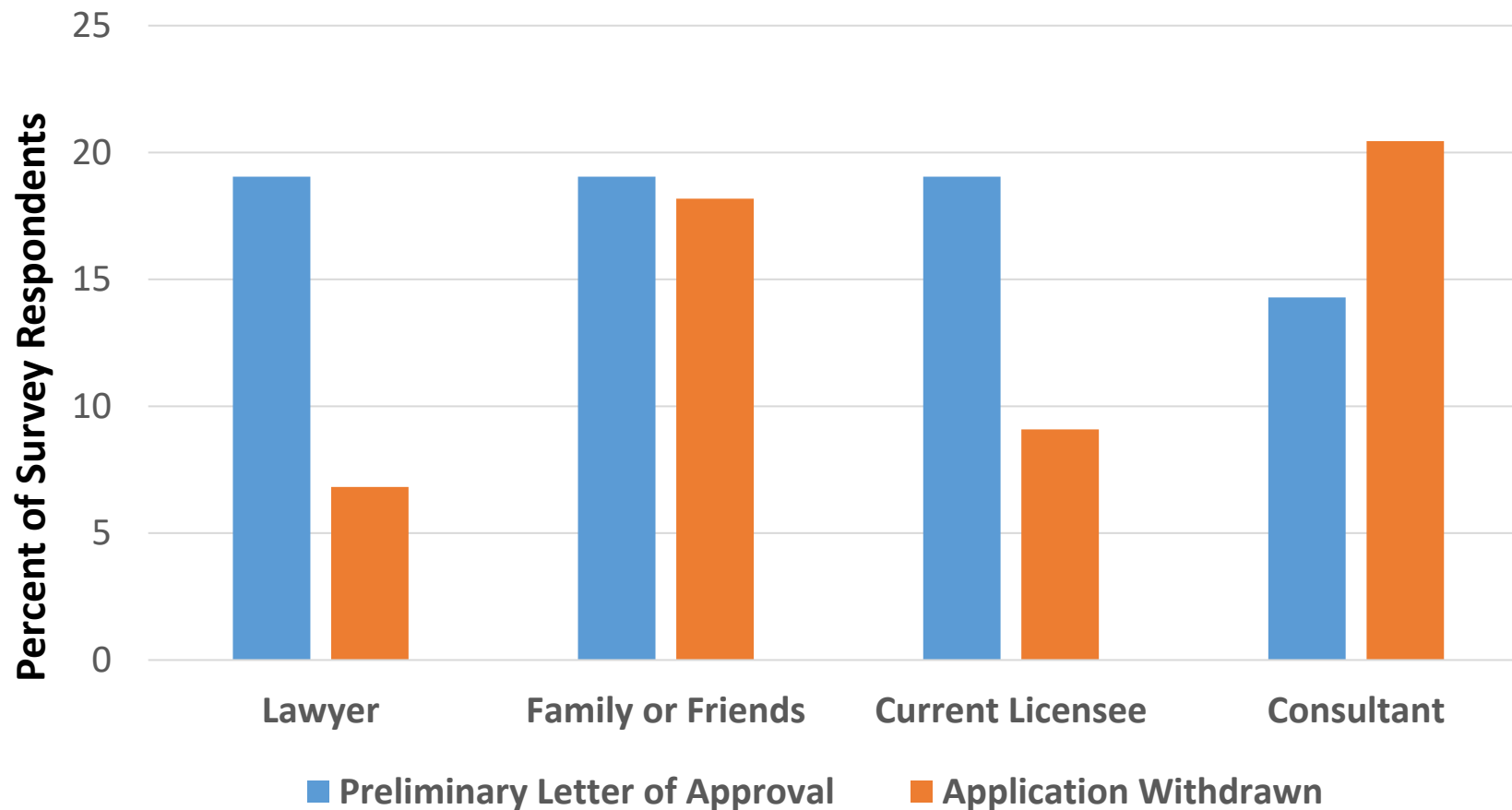
Cost

Assistance

Application Process

Communication

Received Assistance From:



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Survey Results

Cost

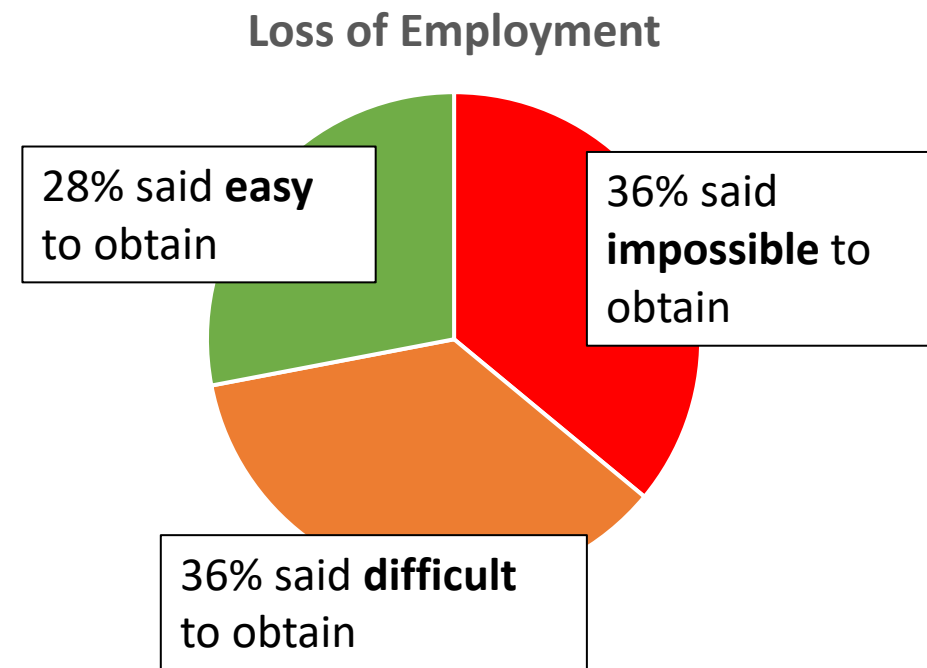
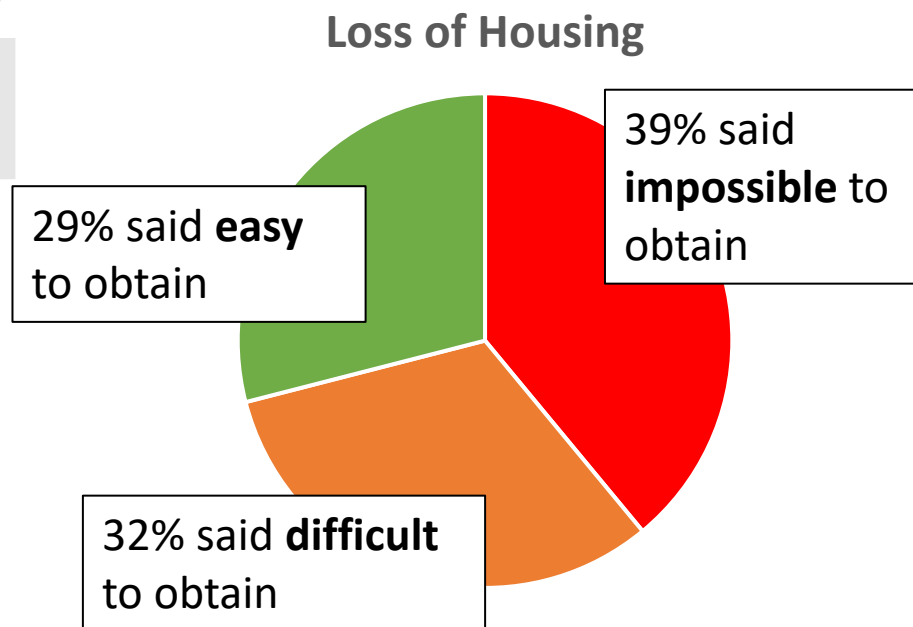
Assistance

Application Process

Communication

Top 3 Steps That Were Particularly Difficult

1) Obtaining documents to verify eligibility



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Survey Results

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Top 3 Steps That Were Particularly Difficult

- 1) Obtaining documents to verify eligibility**
- 2) Understanding why application was withdrawn**
- 3) Getting questions answered by LCB**



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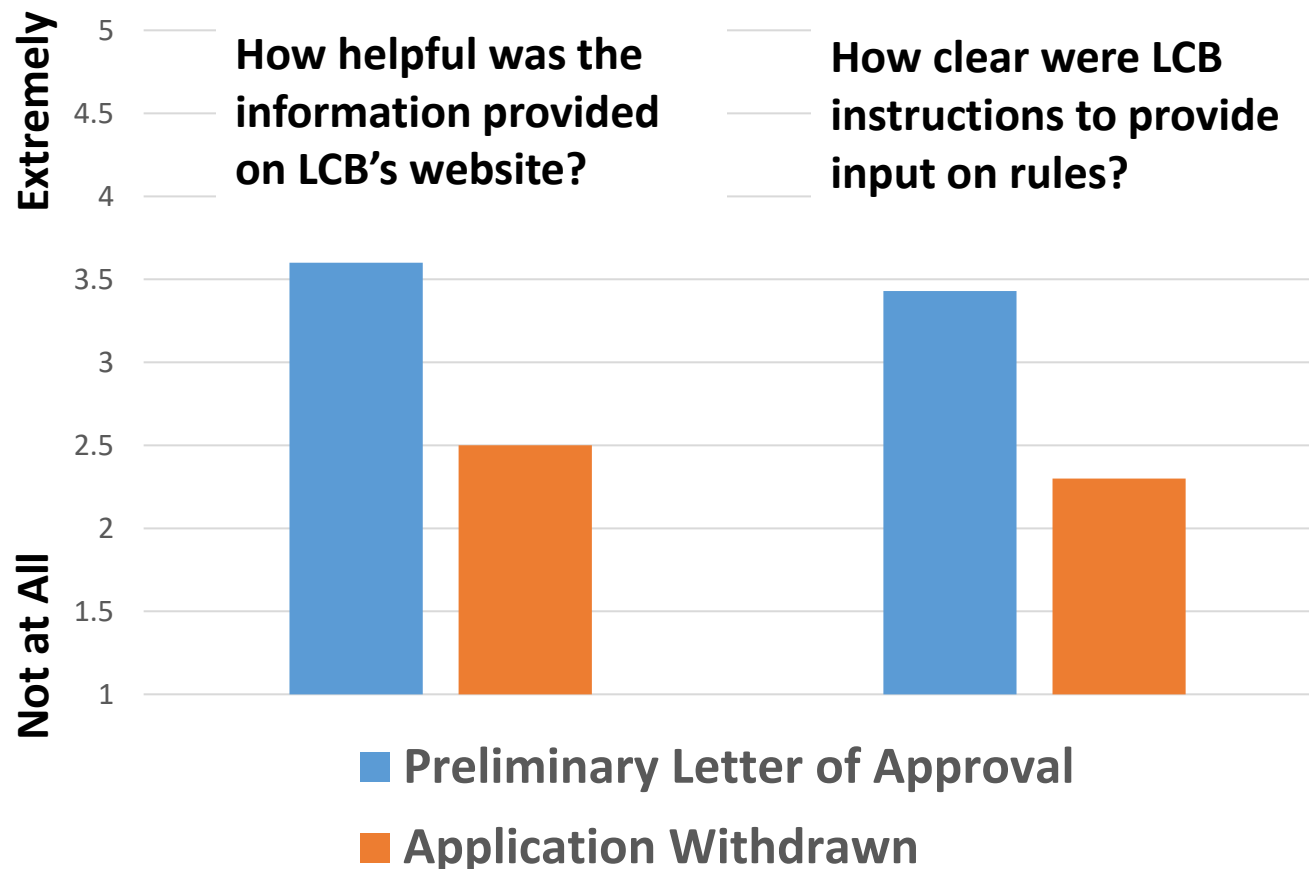
Survey Results

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Survey Results

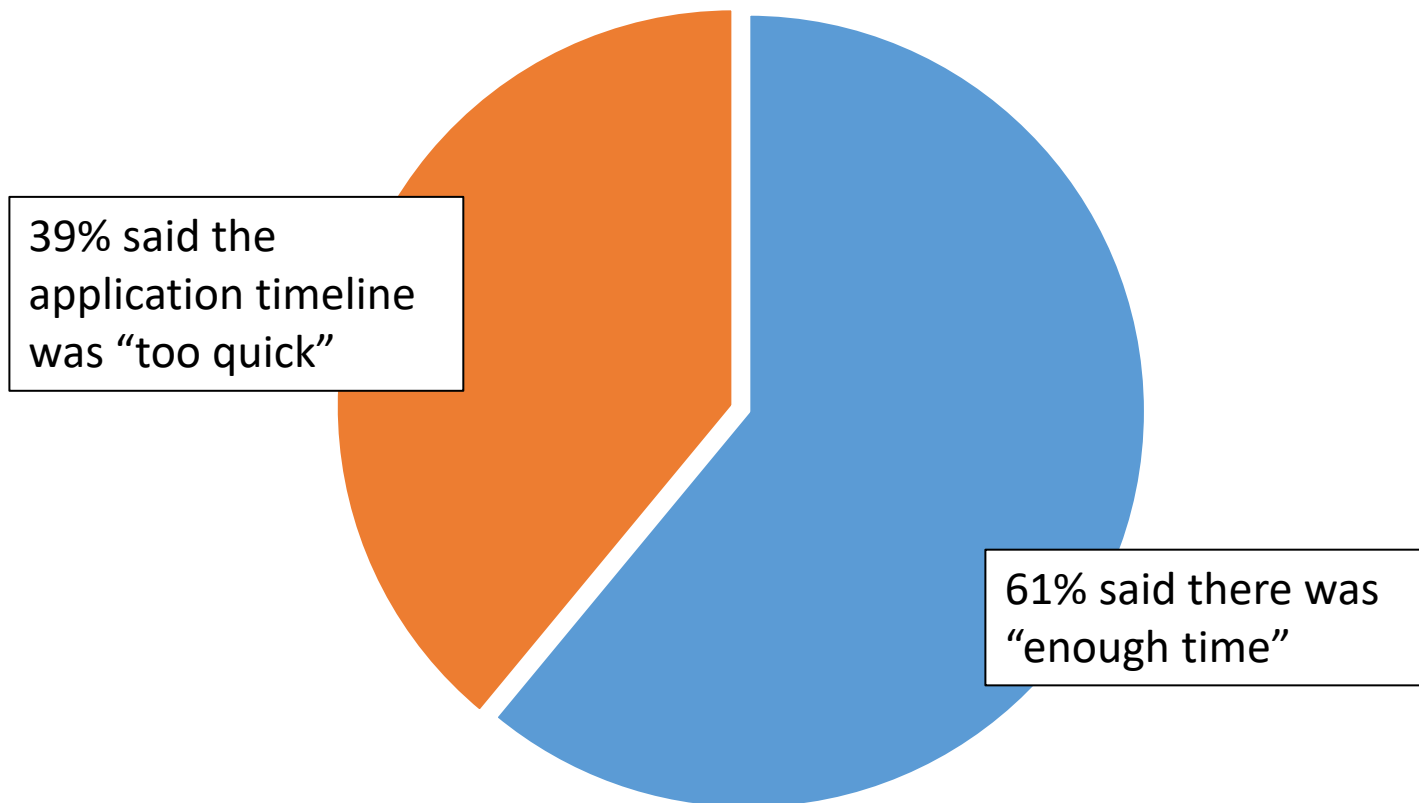
Cost

Assistance

Application Process

Communication

Time Allotted For Application



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Survey Results







Cost

Assistance

Application Process

Communication

Best Ways To Communicate

- Surveys 
- In-Person Meetings 
- Virtual Meetings 
- Emails 
- Website 
- Alternative Ways 

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Take Aways and Next Steps

- Survey helped to identify several areas of growth for LCB
- Areas for growth are being discussed among divisions
- Finding ways to engage effectively with stakeholders is important
- The social equity blog will soon have a post on these findings

If there are questions, please email lcbresearch@lcb.wa.gov