

## Cabinet Agencies' Performance Audit Action Item(s) & Status

### Regulatory Reform: Improving Permit Timeliness

(See also [agencies' response](#) for full context to Washington State Auditor's Office (SAO) [report](#), December 2013)

Agencies included in the performance audit: Agriculture, Archeology & Historic Preservation, Ecology, Fish and Wildlife, Health, Labor and Industries, Licensing, Department of Natural Resources (DNR), Revenue, Transportation, Gambling Commission, Liquor Control Board, State Parks and Recreation Commission, and the Utilities and Transportation Commission. DNR is governed by a separately elected official and provided an independent response.

SAO Issues Summary:

1. Agencies do not always know how long business permit decisions take, and they do not always give businesses information they have.
2. Regulatory agencies have simple, low-cost opportunities to reduce the time it takes for a business permit decision.

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the [agencies' response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
1	Complete	<p>Results Washington will ensure that each regulatory agency develops a plan to improve clarity, predictability and timeliness for permitting. Plans will include:</p> <ul style="list-style-type: none"> <li>• Schedule of agency permits</li> <li>• When the agency will be able to measure and estimate permit processing time frames (from submission to decision) if those time frames are unknown.</li> <li>• When the agency will publish estimated permit-processing</li> </ul>	Results WA, Office of the Governor	6/14			No, however HB2192 closely relates	<p><b>7/14 update:</b> The audited agencies provided the Office of Regulatory Innovation and Assistance (ORIA) and Results Washington with their improvement plans.</p> <p>ORIA has incorporated the permit information relevant to customers into the online <i>Regulatory handbook</i>: <a href="http://apps.oria.wa.gov/permithandbook/index.asp">http://apps.oria.wa.gov/permithandbook/index.asp</a></p>

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		<p>times for those not published.</p> <ul style="list-style-type: none"> <li>The methodology that will be used to identify processes that may need improving, assistive tools or reduction in processing time. (Assistive tools could include customer assistance, process overview, examples of complete or approved applications, and checklists.)</li> </ul> <p>The schedule of work will not exceed four years.</p>						
	Complete	<p>Agencies will report progress on these plans to the Governor's Office of Regulatory Innovation and Assistance (ORIA). These reports will include:</p> <ul style="list-style-type: none"> <li>A list of permits the agency regulates</li> <li>Estimated processing time for each permit from submission to decision (for those that have been measured)</li> <li>Date that the estimated processing time for each permit will be known (for</li> </ul>	<ul style="list-style-type: none"> <li>Agriculture</li> <li>Archeology &amp; Historic Preservation</li> <li>Ecology</li> <li>Fish and Wildlife</li> <li>Health</li> <li>Labor and Industries</li> <li>Licensing</li> <li>Revenue</li> <li>Transportation</li> <li>Gambling Commission</li> </ul>	6/15	TBD	TBD	TBD	<p><i>ORIA has statutory authority to collect this information and is in the best position to share best practices amongst agencies, businesses, and local and federal partners.</i></p> <p><i>The Governor's Office may require additional reporting, depending on agencies progress.</i></p> <p><b>6/15 Status:</b> ORIA is leading a multi-agency workgroup that developed standard tools and reporting requirements in response to this Action Step. All agencies listed are participating and actively engaged in quarterly</p>

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		<p>those that have not been measured)</p> <ul style="list-style-type: none"> <li>• Percentage of permits that have the estimated processing time on its website and/or application form</li> <li>• Whether assistive tools have been provided to help clarify the permitting process for customers (if applicable)</li> <li>• Agency permits that have been improved and the results</li> <li>• Agency permits targeted for an improvement effort with target date</li> <li>• Lessons learned from permit processing improvement efforts</li> </ul>	<ul style="list-style-type: none"> <li>• Liquor Control Board</li> <li>• State Parks and Recreation Commission</li> <li>• Utilities and Transportation Commission</li> </ul>					<p>reporting of permit information, improvements and other results. Staff is working on a comprehensive report to outline the processing times, permits and other items noted in the action steps for the audit.</p> <p>Regulatory Handbook:  <a href="http://www.oria.wa.gov/?pageid=403">http://www.oria.wa.gov/?pageid=403</a></p>
	Complete	<p>The Governor’s Office for Regulatory Innovation and Assistance (ORIA) will publish a comprehensive progress report on improving clarity, predictability and timeliness of regulatory permitting for the Governor, Legislature, business customers and the public.</p>	ORIA	12/15	TBD	TBD	TBD	<p><i>This approach better serves everyone – including the Legislature who would otherwise receive multiple reports in varying formats from each regulatory agency.</i></p> <p><b>10/15 Status:</b> Staff is working on a comprehensive report that outlines the processing times, permits and other items noted in the action steps</p>

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								<p>for the audit. The report is on schedule and will be published December 2015 for distribution.</p> <p><b>12/31/15 Status:</b> On December 31, 2015, the Director of ORIA, Jesus Sanchez, sent the <i>2015 ORIA Comprehensive Progress Report</i> to Governor Jay Inslee, the House Technology Committee and the Senate Trade &amp; Economic Development Committee.</p>