Permit Timeliness is in response to a State Auditor's Performance Audit and RCW 43.42A. Each regulatory agency considers the customer experience to ensure permit assistance is simple to use, easy to access, and designed in a customer-friendly manner. Each agency aims to improve permit clarity, predictability, and timeliness. Agencies report the progress to the Governor's Office for Regulatory Innovation and Assistance, who then prepares and distributes the reports.

Fourteen Washington State agencies report on Permit Timeliness:

1. Department of Agriculture
2. Department of Archaeology and Historic Preservation
3. Department of Ecology
4. Department of Fish and Wildlife
5. Department of Health
6. Department of Labor and Industries
7. Department of Licensing
8. Department of Natural Resources
9. Department of Revenue
10. Department of Transportation
11. Gambling Commission
12. Liquor and Cannabis Board
13. Parks and Recreation Commission
14. Utilities and Transportation Commission

Permit Timeliness milestones include:

Agency Permitting Plans *(Completed: June 30, 2014)*
Agencies directed their websites to ORIA's website to streamline the customer's experience. Agencies collected and provided data to ORIA. This includes a list of permits, permit assistance available, how to access permit assistance, and other tools to help applicants successfully complete a permit application.

Agency Progress Reports *(Completed: June 30, 2015)*
Agencies sent their permit information to ORIA for the progress report. The progress report was the first step in providing customers with processing times, tools available to help with permit assistance, identifying permits for improvement efforts, and application and decision-making processing times.

Comprehensive Progress Reports *(Completed: Dec. 31, 2015, Sept. 30, 2016, Sept. 30, 2018, Sept. 30, 2020)*
ORIA publishes comprehensive reports for permit timeliness that display performance data and highlight agency improvement efforts, such as modernizing technology to make permit processes more convenient and efficient for customers. ORIA has published four reports.
Find the reports here: Permit Timeliness

Agencies report updates to ORIA *(Completed: March 1 and ongoing annually with no sunset date)*
ORIA collects performance data – permit application and decision-making processing times. ORIA publishes the data in a central location. You can access the data from: data.wa.gov.

Where can I find more information? For more information, visit: Permit Timeliness

Please contact penny.rarick@gov.wa.gov if you have any questions.