2127-S AMH PROB REIL 063

**SHB 2127** - H AMD **1222**

By Representative Probst

**ADOPTED 02/28/2012**

 On page 25, line 32, increase the general fund--state appropriation for fiscal year 2013 by $23,000

 On page 26, line 14, correct the total.

 On page 28, after line 4, insert the following:

 "(5) $23,000 of the general fund-state appropriation for fiscal year 2013 is provided solely for the office of regulatory assistance to implement the following:

 (a) Coordination of an agency small business liaison team to assist small businesses with permitting and regulatory issues. The small business liaison team, as part of the biennial report submitted by the office of regulatory assistance, must provide recommendations for improvements to inspection and compliance practices and ways to improve customer service for regulatory agencies. The office must work with regulatory agencies to: (i) Assure that additional violations or corrective actions that could have been discovered and noted in the original violation or correction notice are not subsequently added and to provide a single list of any violations discovered during the regulatory visit or inspection; (ii) provide notice about when the business may expect the results of a technical assistance or regulatory visit; (iii) provide information about how the business may provide anonymous feedback regarding a technical assistance or other regulatory visit; and (iv) provide information regarding the role of the agency's small business liaison as a neutral party within the agency, as well as contact information for the liaison.

 (b) In coordination with regulatory agencies, development of an anonymous customer service survey that regulated entities may complete after an inspection or a technical assistance visit under chapter 43.05 RCW, or a consultative visit under RCW 49.17.250. The survey must include questions addressing the points in this subsection (b) but may be designed in a way that best serves the needs of the multiple agencies and customers that will be using the survey. The survey must provide a way of identifying the agency that performed the inspection, and if possible within the resources allowed, provide a means of identifying the inspector who provided services. Questions should address the following topics:

 (i) Whether staff were helpful, friendly, listened to the regulated party, used professional judgment, and communicated clearly;

 (ii) Whether the inspector viewed the customer as a partner, worked on a cooperative relationship, and worked on innovative solutions;

 (iii) Whether the inspector informed the customer why the customer received a site visit or inspection, described the site visit or inspection process, answered questions about the process, and explained regulatory requirements; and

 (iv) Whether the inspector was knowledgeable about the businesses operations and provided useful technical information.

 The survey must be available on the office web site. The results of the surveys must be summarized, by agency, in a report and forwarded to the agency director, the governor, and the appropriate committees of the legislature. Each agency shall receive a copy of all relevant survey information. No identifying information may be included that would reveal the identity of the respondent."

 On page 235, after line 14, insert the following:

 "NEW SECTION. **Sec. 927.** It is the intent of the legislature that regulatory agencies receiving appropriations in this act work with the office of regulatory assistance to:

 (1) Establish a small business liaison team to assist small businesses with permitting and regulatory issues.

 (2) Take action to assure that additional violations or corrective actions that could have been discovered and noted in the original violation or correction notice are not subsequently added and to provide a single list of any violations discovered during the regulatory visit or inspection;

 (3) Provide notice about when the business may expect the results of a technical assistance or regulatory visit;

 (4) Provide information about how the business may provide anonymous feedback regarding a technical assistance or other regulatory visit; and

 (5) Provide information regarding the role of the agency's small business liaison as a neutral party within the agency, as well as contact information for the liaison."

 Renumber the remaining sections consecutively and correct any internal references accordingly.

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|  |  EFFECT:  The Office of Regulatory Assistance must coordinate a small business liaison team to assist small businesses with permitting and regulatory issues, and make recommendations for improvements to inspection and compliance practices and ways to improve customer service for regulatory agencies. The Office must work with regulatory agencies regarding practices related to technical assistance and regulatory visits, and develop a customer service survey that regulated entities may complete after an inspection or a technical assistance visit. States a legislative intent that regulatory agencies funded in the act work with the Office of Regulatory Assistance to establish a small business liaison team and work with the Office on practices regarding technical assistance and regulatory visits.   FISCAL IMPACT: Increases General Fund - State by $23,000. |

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