

SHB 2127 - H AMD 1222

By Representative Probst

ADOPTED 02/28/2012

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

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4 On page 26, line 14, correct the total.

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

7 "(5) \$23,000 of the general fund-state appropriation for fiscal
8 year 2013 is provided solely for the office of regulatory assistance
9 to implement the following:

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

1 (b) In coordination with regulatory agencies, development of an
2 anonymous customer service survey that regulated entities may complete
3 after an inspection or a technical assistance visit under chapter
4 43.05 RCW, or a consultative visit under RCW 49.17.250. The survey
5 must include questions addressing the points in this subsection (b)
6 but may be designed in a way that best serves the needs of the
7 multiple agencies and customers that will be using the survey. The
8 survey must provide a way of identifying the agency that performed the
9 inspection, and if possible within the resources allowed, provide a
10 means of identifying the inspector who provided services. Questions
11 should address the following topics:

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

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

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

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

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

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

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

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

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

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

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

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

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17 Renumber the remaining sections consecutively and correct any
18 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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