

*Office for Regulatory
Innovation and Assistance
helps people navigate
Washington's
environmental and business
regulatory systems and
works with our partners to
improve those systems.*

<http://www.oria.wa.gov>

ORIA Information Center

Real People with Real Answers

For questions, contact us
Monday through Friday from
8:00 am to 5:00 pm

800-917-0043

help@oria.wa.gov

Persons with hearing loss can call
711 for Washington Relay Services.
Persons with a speech disability can
call (877) 833-6341.

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The Governor's Office for Regulatory Innovation Assistance (ORIA) was created in the Governor's Office in 2002 by the Washington State Legislature and was initially called the Office of Permit Assistance. In 2003, the Legislature changed the name to Office of Regulatory Assistance and expanded its duties to include small business assistance and the full range of regulatory support including a focus on improving processes and systems. In 2013 the name was changed to the Office for Regulatory Innovation and Assistance.

Our services include:

Information Center - The Information Center is staffed M-F from 8-5 to answer calls and e-mails related to regulatory, licensing and permitting questions. Our staff conducts research in order to provide the customer with resources, tools and contact information for a content expert.

Business Assistance - ORIA provides leadership to the Washington State Small Business Liaison Team and works at the state and local levels to enhance the experience of government interactions. Our staff provides small business owners with the information needed to grow and prosper. Depending on the need, staff refers small business owners to appropriate contacts in state government, business, and service organizations.

Environmental Permit Assistance - ORIA provides neutral assistance for project permitting and identifies permitting redundancies and pinch points for large and/or complex projects. Our staff provides a single point of contact for project proponents and facilitates complex projects that involve multiple permits from state, local, federal, and tribal governments.

Regulatory Improvements - ORIA is uniquely situated in the Governor's Office outside any of the regulatory agencies. Information is gathered when customers ask questions about regulations, permits and licenses. ORIA identifies troublesome regulatory processes and works with appropriate agencies to make improvements. ORIA convenes the regulatory agencies and uses Lean tools and techniques to facilitate cross-jurisdictional process and system improvements that enhance the regulatory experience for businesses.

ORIA embraces opportunities to increase regulatory innovation by leading collaborative projects to improve Washington's business climate.