

Customer Quotes

“ORIA played a pivotal role in coordinating the multiple-agency response and in encouraging collaboration between agencies to expedite permitting and coordinated staff response.”

Jim Brown, Washington State Department of Fish and Wildlife North Central Regional Director

“The Governor’s Office for Regulatory Innovation and Assistance (ORIA) was instrumental in providing the leadership that facilitated the crafting of a streamlined and coordinated environmental review and siting process between multiple federal, state and county agencies to advance the development of a critical infrastructure project in central Washington.”

Roberta (Robin) B. Estes, Bureau of Land Management, OR/WA BLM FERC, Hydropower Coordinator, Project Manager & Public Servant

“ORIA staff bring a level of professionalism and an understanding of the challenges we face that is much appreciated and needed by anyone trying to build a complex project in this state.”

Bob Watters, Senior Vice President, Director of Business Development, SSA Marine

Governor’s Office for Regulatory Innovation and Assistance



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Regulatory Innovation Center

When to contact us:

- At the beginning of your project to learn more about required permitting
- At any point during your project for assistance and facilitation
- If your agency needs assistance with a project or process improvement, contact us any time

Mailing Address: PO BOX 40002
Olympia WA 98504

Phone: (800) 917-0043

E-mail: help@oria.wa.gov

Website: www.oria.wa.gov

Striving to achieve results by building a more efficient and effective government

www.oria.wa.gov

Mission

The Governor's Office for Regulatory Innovation and Assistance (ORIA) helps people navigate Washington's environmental and business regulatory systems and works with our partners to improve those systems through innovative solutions.

Vision

People, Community and Businesses have easy access to all required information, personal assistance and can experience government as helpful, reasonable and responsive.

Culture Statement

We are public servants that embrace and encourage innovative approaches that foster collaboration and teamwork. Everyone contributes to the discovery of solutions through open communication. Our innovative environment encourages continuous learning and values honesty, respect and credibility while serving our customers.

Regulatory Innovation Center

Who We Are

ORIA's Regulatory Innovation Center staff are a dedicated group of professionals with unique areas of expertise. Collectively, we encompass:

- Private and public sector perspectives
- Natural resource specialists
- Lean and process improvement professionals
- Regulatory facilitators
- Cross-functional coordinators

What We Do

The Regulatory Innovation Center helps people, businesses and industry navigate Washington's permitting requirements. We also partner with other federal, state, local and tribal agencies to achieve focused regulatory improvements. Key services include:

- Group facilitation
- Project coordination
- Process improvement
- Lean thinking
- Collaboration
- Strategic implementation

Why We Do This Work

As captured in our Mission, Vision and Culture Statements, ORIA believes government work can be reasonable, accessible and efficient. Partnering with ORIA's Regulatory Innovation Center results in the following benefits:

- Strong partnerships between and among state, federal and local agencies, tribes and the private sector
- Predictable and efficient permitting processes
- Increased transparency of processes and decision making
- Effective communication and coordination
- Process improvements without increased burden on existing resources

Our Approach

Each project is unique. Our services therefore are customized to achieve strategic and focused regulatory improvements for an efficient, effective and accountable government. As facilitators, partners and consultants, ORIA's Regulatory Innovation Center maintains a neutral and objective position. We work with agencies to identify solutions that encourage growth and economic development for Washington State businesses while protecting our valuable natural resources.



Where We Work

To serve the entire State, ORIA's main offices are in Olympia with additional staff in Yakima and Spokane. The important point to remember is we work with you where you are located.



Regulatory Process Improvement Outcomes

◇ Strategic improvement plans:

- Identify partners and stakeholders
- Analyze existing rules
- Undertake obvious & immediately achievable improvements

◇ Applied lean methods:

- Define baseline/current state
- Complete value stream mapping
- Identify desired future state and how to get there

◇ Enterprise-wide solutions, including possible:

- Agency process improvements
- Rule changes
- Legislative changes