



Permit Timeliness Progress Report

2020

Washington State Governor's Office for Regulatory Innovation and Assistance

P.O. Box 43125 Olympia, WA 98504

www.oria.wa.gov

800-917-0043 or 360-725-0628

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September 2020

Table of Contents

Executive Summary.....	3
Background.....	5
Scope and methodology.....	6
Key results.....	7
Permits with time frame mandates.....	8
Permits most improved and most in need of improvement	9
Spotlight by individual agency.....	22
Appendix A: 2018 Performance data by individual agency	68
Appendix B: 2019 Performance data by individual agency	91
Appendix C: Permits most improved and most in need of improvement.....	116
Appendix D: References.....	120

Executive Summary

The Governor's Office for Regulatory Innovation and Assistance (ORIA), in partnership with state agencies, has completed its fifth annual tracking of permits for timeliness of issuance. Agencies provided ORIA performance data for more than 1 million permit applications across more than 159 different permit types. This report covers permit timeliness implementation between Jan. 1, 2018, and Dec. 31, 2019 and compares these results against data from 2017.

In total, for the 2018-2019 reporting period, 43 permit types improved in timeliness, 35 permit types showed an increase in processing time, and 36 permit types reported no change in process time. Notably, of the 36 permit types reporting no change, 31 were because the permit had the minimal possible total processing time of two days. Compared with the 2018 report results, agencies achieved 14 additional permits improved and 7 fewer permits with an increased processing time.

In the 2018 comprehensive report, ORIA worked with agencies to identify 12 permits that were the most in need of improvement. These were selected based on reported timeliness data as well as agencies' work with customers and stakeholders to prioritize improvement efforts. Agencies have completed significant improvement work on their identified permits, which resulted in improved timeliness for 9 of the 12 permits. Details and agency updates for these permits can be found in the Permits Identified as [Most in Need of Improvement from the 2018 Permit Timeliness Progress Report](#) section of this report.

For the 2020 reporting cycle, ORIA and agencies identified the permit most improved, including highlights of the agencies' process changes. These 14 permits were identified as most in need of improvement. Some permits are continuing to be the focus of improvement from the last reporting cycle and two agencies have only one single permit type.

- Access Connection Permit (continuing improvements) – Dept. of Transportation
- Archaeological Site Alteration and Excavation Permit (one permit only) – Dept. of Archaeology and Historic Preservation
- Biosolids Management Permit (continuing improvements) – Dept. of Ecology
- Class 2 Alcohol Permit – Liquor & Cannabis Board
- Elevator Installation Permit for Residential Incline Chairlifts (continuing improvements) – Dept. of Labor & Industries
- Filming & Photography Permit (continuing improvements) – State Parks
- Forest Practices Application, Class III Western Washington – Dept. of Natural Resources
- Household Goods Carrier Permit – Utilities & Transportation Commission
- Hydraulic Project Approval – Dept. of Fish & Wildlife
- Punch Board/Pull-Tab Services Business Permit – Gambling Commission
- Reseller Permit (one permit only) – Dept. of Revenue
- Seed Labeling Permit – Dept. of Agriculture
- Tow Truck Permit (continuing improvements) – Dept. of Licensing
- Water Recreation Operating Permit – Dept. of Health

This year, 2020, is the final year that state law requires ORIA to publish a comprehensive progress report identifying most improved permits and those most in need of improvement. The law requires

that agencies continue to track and submit data, and ORIA will continue to compile and post agencies' raw information to the data.wa.gov website. ORIA recommends that the legislature evaluate the early results of permit timeliness reporting against the originally intended outcomes of enacting Chapter 43.42A RCW. Agencies have made meaningful progress toward regulatory process improvements, but the next stage of progress will require adaptation based on what has been achieved to this point. ORIA has found that a recurring deadline for formal reporting is helpful to focus agencies' improvement efforts and we recommend continued reporting in some fashion. However, the data and reporting requirements could be adjusted and focused in a number of ways which would render better results with a more economical expenditure of agency staff resources. ORIA stands ready to work with members of the legislature on crafting this and other adjustments to statutory requirements for permit timeliness tracking and reporting.

Background

On December 30, 2013, the State Auditor's Office issued a [performance audit report](#)^a finding that state agencies could shorten the time it takes to submit, review and make decisions on business permit applications through simple improvements. In response to the performance audit findings, the Legislature passed [Engrossed Second Substitute House Bill 2192](#)^b, codified as [Chapter 43.42A](#)^c, which became effective June 12, 2014.

This law requires certain agencies to track and record the time it takes to make permitting decisions for business permit applications. The Legislature had determined that providing the public and businesses with better information about permit decisions would assist with planning and decision-making and promote economic development. The Legislature also determined that making permit performance data readily accessible to the public helps hold government accountable to a high level of customer service and timeliness.

In response to legal mandates, agencies began tracking permits for timeliness in 2015. The Governor's Office for Regulatory Innovation and Assistance (ORIA) published the [first comprehensive report](#) for permit timeliness on December 31, 2015, published the [second comprehensive report](#) on September 30, 2016, and published the [third comprehensive report](#) on September 30, 2018. These reports display performance data as well as highlight agency improvement efforts, such as modernizing technology to make permit processes more convenient and efficient for customers.

Additionally, ORIA posts agency-reported performance data by March 1 (for the previous calendar year) in the [ORIA Central Repository](#)^d hosted on [data.wa.gov](#)^e, a public website, as well as provide an additional resource for the permit details and links to agency websites in the ORIA [Regulatory Handbook](#)^f.

Scope and methodology

ORIA prepared this report by compiling performance data from 14 state agencies. Every permit tracked was identified by the Washington State Auditor's Office in its report [Regulatory Reform: Improving Permit Timeliness](#)^g.

RCW 43.42A requires each agency to report annually to ORIA:

- an updated inventory of permit types
- "application completion time" average and maximum time
- "permit decision time" average and maximum time

Permit "application completion time" is the time elapsed from the initial submission of an application by an entity seeking a permit to the time when the agency has determined that the application is complete. "Permit decision time" is the time elapsed from receipt of a complete application to the agency's issuance of a decision approving or denying the permit. Additionally, agencies reported their annual permit counts. Permit counts are the total number of applications or permit decisions.

Agency-reported performance data for each permit type was aggregated by agencies for each reporting year, yielding five annual data points for analysis. The data was processed and analyzed to identify the most-improved processing times and those most in need of improvement by comparing 2019 processing times to 2017 processing times, which was the final year of the last reporting cycle.

Circumstances occur from year to year which prevent mathematical comparison among the full set of timeliness data. For example, of the 159 reported permit types in 2019, 114 were eligible for analysis. Of the 45 ineligible permit types, 26 types received no applications, and 9 types were reported as aggregated types. One aggregated permit type came from two permits that were reported together as one type. Eight permit types were reported aggregated into one type, which was not analyzed because even the combined permit count was too low for meaningful statistical analysis. Six of the remaining 10 were new since 2017 so there is no prior data for comparison. Finally, agencies did not report data for the following four permit types:

- Banquet Permit (LCB) - Agency changed their tracking methodology in 2017.
- Burn Permit - Silvicultural Burning (DNR) - Please see agency response on [page 22](#).
- Water Recreation Facility Operating Permit (DOH) - Agency reported difficulty with its internal tracking process.
- Waterworks Operator Certification (DOH) - Agency reported automating the application and no longer tracks the application completion time.

Average processing time was calculated as the sum of the average "application completion time" plus the average "permit decision time." Processing time was used to determine the most improved permits based on both the percentage of time improvement and the total number of days reduced in 2019 compared to 2017. Similarly, processing time was used to select potential permits most in need of improvement by identifying a single permit per agency as most in need of improvement that had the greatest increase in processing time for 2019 relative to 2017.

Key results

For the calendar year 2018 implementation period, agencies reported summary data for 154 identified permits, consisting of 531,331 applications.

For the calendar year 2019 implementation, agencies reported summary data for 159 identified permits, consisting of 538,065 applications.

The tables below break down 2018 and 2019 data separately to show the total number of permits tracked as well as the permit counts tracked by agencies.

2018 Reporting by Participating Agency

Agency	Permit Types	Permit Count
Agriculture	12	11,634
Archaeology & Historic Preservation	1	70
Ecology	41	2,516
Fish & Wildlife	6	3,078
Gambling Commission	6	14
Health	13	8,989
Labor & Industries	10	217,156
Licensing	4	384
Liquor & Cannabis Board	17	43,911
Natural Resources	13	6,579
Parks & Recreation Commission	2	235
Revenue	1	64,568
Transportation	20	171,385
Utilities & Transportation Commission	8	812
Statewide Total	154	531,331

Data source: Reporting agencies

2019 Reporting by Participating Agency

Agency	Permit Types	Permit Count
Agriculture	12	11,212
Archaeology & Historic Preservation	1	61
Ecology	44	2,132
Fish & Wildlife	6	3,175
Gambling Commission	6	13
Health	13	8,068
Labor & Industries	10	209,561
Licensing	4	438
Liquor & Cannabis Board	17	43,834
Natural Resources	13	4,134
Parks & Recreation Commission	2	213
Revenue	1	78,422
Transportation	20	176,064
Utilities & Transportation Commission	10	738
Statewide Total	159	538,065

Data source: reporting agencies

Permits with time frame mandates

Agencies reported 52 percent of permit types tracked to have at least one time frame mandate. Examples of time frame mandates include required public comment periods or maximum application review periods. Some permits have a time frame mandate triggered by unique or special circumstances such as a subsequent environmental review or additional permitting needed by other agencies or jurisdictions. Sometimes these time frame mandates can affect the timeliness of permitting or impact improvements agencies can make.

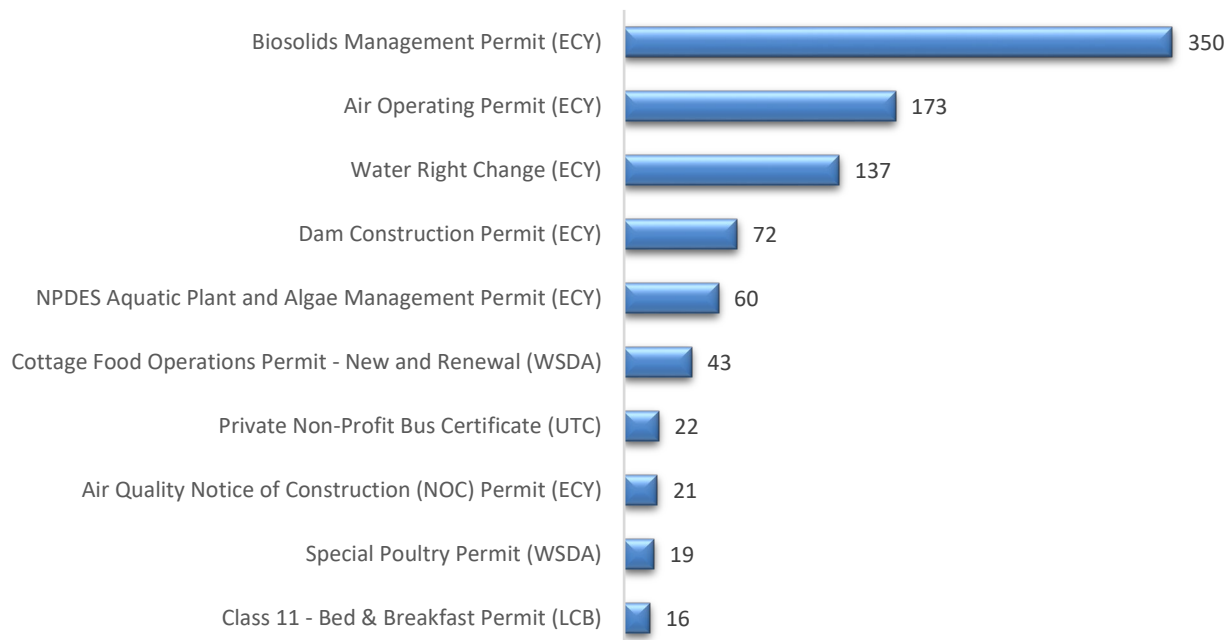
Permits with time frame mandates were calculated by using agency reported responses as to whether each of its permit types had at least one time frame mandate, which was a "Yes" or "No" response. For determining percentages of permits with time frame mandates, a simple count of the "Yes" responses were divided by the total permit types for all agencies.

Permits most improved and most in need of improvement

Per [RCW 43.42A.040\(3\)](#)^b, ORIA must use performance data collected under RCW 43.42A.020 to identify permits with processing times and decision times that are most improved and most in need of improvement. The five annual data points for 2015, 2016, 2017, 2018, and 2019 provided a limited basis for comparison. For instance, if a permit process includes public comment periods and/or necessitates waiting for the issuance of other agency's permits, then the raw data may not reflect the actual number of days an agency is spending on the review of an application.

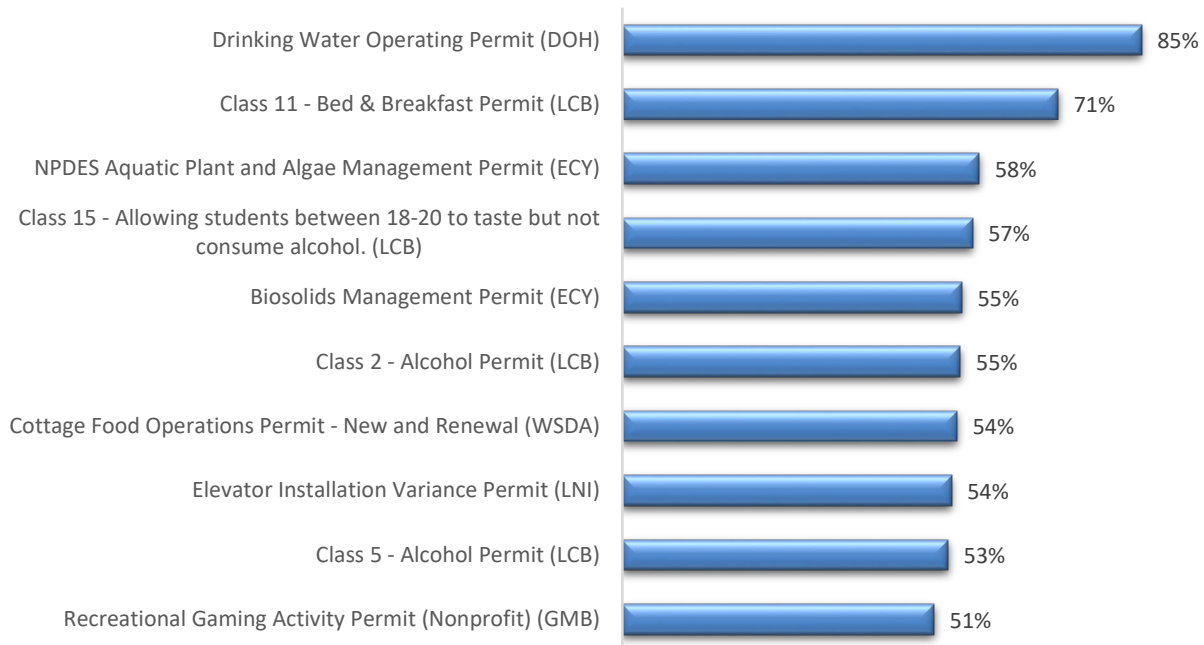
The chart below shows the top 10 permits that ORIA identified as most improved by calculating the change in days improved in the average processing time from 2017 to 2019.

Top 10 Permits Most Improved by Change in Days



The chart below shows the top 10 permits that ORIA identified as most improved by calculating the percentage in change improved in the average processing time from 2017 to 2019.

Top 10 Permits Most Improved by Percent Change in Days



The table below shows all permits that improved in timeliness from 2017 to 2019. In total, 43 permits showed improvement in timeliness ranging from one day to 350 days. (Change in Days and Percentage Change entries were rounded to the nearest day or percent.)

All Permits Improved in Timeliness from 2017 to 2019

Permit Name (alphabetical)	Agency	Change in Days	Percent Change	Permit Count	
				2017	2019
401 Water Quality Certification	ECY	1	0%	38	48
Air Operating Permit	ECY	173	14%	3	4
Air Quality Notice of Construction (NOC) Permit	ECY	21	13%	37	54

Archaeological Site Alteration and Excavation Permit	DAHP	12	18%	67	61
Biosolids Management Permit	ECY	350	55%	13	1
Burn Permit - Land Clearing	ECY	1	18%	50	50
Class 1 - Alcohol Permit	LCB	5	50%	42	37
Class 11 - Bed & Breakfast Permit	LCB	16	71%	1	32
Class 15 - Allowing students between 18-20 to taste but not consume alcohol.	LCB	6	57%	13	8
Class 16 - Spa/Salon Permit	LCB	4	41%	267	352
Class 18 - Special Permit for Winery	LCB	1	16%	132	157
Class 2 - Alcohol Permit	LCB	6	55%	530	495
Class 4 - Serve Employee & Guest	LCB	7	46%	9	172
Class 5 - Alcohol Permit	LCB	5	53%	141	134
Class 6 - Alcohol Permit	LCB	5	48%	21	13
Common Carrier Permit/Freight Broker Permit	UTC	4	29%	661	646
Cottage Food Operations Permit - New and Renewal	WSDA	43	54%	53	127
Crematory	DOL	0	17%	46	28
Dam Construction Permit	ECY	72	35%	5	6
Drinking Water Operating Permit	DOH	11	85%	3598	3735
Elevator Installation Permit (new/ renewal and alterations)	LNI	2	15%	2994	3283
Elevator Installation Variance Permit	LNI	15	54%	54	53
Experimental Pesticides Use Permit - Terrestrial Sites	WSDA	3	21%	18	18
Fish Transport Application Permit - (Finfish)	DFW	11	49%	216	295
Forest Practices Approval/Notification - Eastern Washington/ Class II	DNR	2	29%	152	134
Forest Practices Approval/Notification - Eastern Washington/ Class III	DNR	1	5%	820	717
Forest Practices Approval/Notification - Eastern Washington/ Class IV-General	DNR	3	13%	12	16
Forest Practices Approval/Notification - Western Washington/ Class II	DNR	2	33%	221	355
Forest Practices Approval/Notification - Western Washington/ Class IV-General	DNR	2	9%	118	111

NPDES Aquatic Plant and Algae Management Permit	ECY	60	58%	16	2
NPDES Boatyard General Permit	ECY	13	46%	1	1
NPDES Industrial Stormwater General Permit Coverage	ECY	12	19%	35	51
NPDES Sand & Gravel General Permit for Portable Facilities	ECY	4	6%	9	16
Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters"	LNI	2	43%	20	28
Plant Sale Permit	WSDA	1	18%	88	97
Private Non-Profit Bus Certificate	UTC	22	50%	1	1
Raffle Permit	LCB	3	39%	275	279
Recreational Gaming Activity Permit (Nonprofit)	GMB	5	51%	8	10
Scientific Collection Permit	DFW	14	31%	343	374
Special Poultry Permit	WSDA	19	28%	15	18
Taxi (Vehicle for Hire)	DOL	13	42%	375	337
Tow Truck	DOL	7	17%	34	27
Water Right Change	ECY	137	28%	160	86

Please see [Appendix C](#) for details on permits identified as most improved.

For the 2018 reporting cycle, ORIA entered into discussions with agencies that had permits with increases in processing time to understand potential causes or to determine whether it would be more illuminating to look at a different permit. Using performance data alone to determine which permits are most in need of improvement does not take into account customer feedback, opportunities agencies have themselves identified for improvement, legal requirements, or other considerations. Additionally, some permits have a statutory time frame that includes a maximum application review period. While agencies successfully met their statutory time frame mandates, some agencies have chosen to continue focusing on improving timeliness even more than mandates require.

The table below shows the responses each agency gave in the 2018 Permit Timeliness Progress Report, as well as provides an update from each agency for this reporting cycle on progress made for permits identified as most in need of improvement.

**Permits Identified as Most in Need of Improvement
from the 2018 Permit Timeliness Progress Report**

	2018 Reporting Cycle	2020 Reporting Cycle
	Agency Response (as reported in the 2018 Permit Timeliness Progress Report)	Agency Update (on progress made since the 2018 Permit Timeliness Progress Report)
Access Connection Permit (WSDOT)	<p>DOT is in the process of improving permit timeliness by updating the permitting system "Roadway Access Management Permit System" (RAMPS). By updating or replacing RAMPS, WSDOT will efficiently provide information and data to our partners and the public, which will facilitate trust and collaboration and provide more consistent permitting statewide. Furthermore, required annual permit reporting to the State of Washington Office for Regulatory Innovation and Assistance (ORIA) would be a much simpler, and accurate, recording function. With the assistance of the WSDOT IT Initiation Support Team, we have mapped out our current permit process, and also mapped out our vision for a new, improved process. Our next step will be to identify the most reasonable alternative.</p>	<p>Year Process Improvement Started: 2018</p> <p>Improvement Effort: We are actively requesting a replacement for the Roadway Access Management Permit System database (RAMPS) that is essential to the Access Connection Permit. Training users to better understand process. Holding statewide meetings to coordinate.</p> <p>Better coordination and improved workflow processes have provided some improvement.</p> <p>Better coordination and workflow process have shown some improvement</p> <p>Results: To date, we are still unable to replace the 30-year-old PowerBuilder RAMPS database. Much effort has been directed that way but no results as of today.</p>
Archaeological Site Alteration and Excavation Permit (DAHP)	<p>To improve permit timeliness for archaeological excavation permits, we are currently changing the rules in WAC 25-48 to create a new permit type with streamlined application requirements and documentation for projects we identify as low risk. Under the new rules, it will be easier to produce an application for low risk projects, and for our agency to review them.</p>	<p>Year Process Improvement Started: Planning for the streamlined monitoring permit began in 2017. Rulemaking for the streamlined monitoring permit began in 2018. Use of the new streamlined monitoring permit and digital distribution of permit applications started in January 2019.</p> <p>Results: While only a modest subset of the total number of permit applications the DAHP receives (~10-20%) the streamlined monitoring permit application is much shorter and less complex than standard</p>

		archaeological excavation permits, and requires less time for applicants to produce and for DAHP staff to review. Email distribution of application materials to Tribal reviewers saves week or more, by eliminating slack time while letters travelled through US and Tribal mail systems during the permit review period.
Biosolids Management Permit (ECY)	<p>Biosolids permits cover a variety of facility operations, including, waste water treatment plants, composting, septage management, and beneficial use facilities. The Department of Ecology uses a one-size-fits-all approach by issuing a general biosolids permit for these various facilities. This allows facilities to operate as soon as they submit an application, and gives Ecology the flexibility to focus its limited resources on providing technical assistance and regulatory oversight where it is most needed.</p> <p>Ecology is aware that process improvements are needed and intends to make changes. Experience has shown that there are subsets of operations within the general permit category that are similar in nature, and would benefit from having a separate general permit versus being covered under the 'one-size-fits-all' permit. Ecology is submitting a budget request for consideration that would help us make improvements to the permit application process that would simplify it, clarify what is needed to apply, and reduce the amount of time and paperwork it will take for facilities to obtain permit coverage.</p> <p>Note: Under the existing process, a facility is able to operate if they submit a complete application and meet the requirements in the rule and permit, including public notice and compliance with the State Environmental Policy Act.</p>	<p>The process improvements for the Biosolids Management Permit involves several phases to complete the improvement first reported in our 2017 submittal. We are currently developing the new general permit and are looking at dividing the permit into three sections that will group facilities by similar operations and complexity. We expect the new permit structure will significantly reduce:</p> <ul style="list-style-type: none"> • The administrative burden of applying for coverage. • The amount of time required to issue a final approval of coverage. <p>For more information, visit our Biosolids web page.</p>

<p>Common Carrier Permit/Freight Broker Permit (UTC)</p>	<p>We're continuing to focus on improving the common carrier/freight broker application process. Nearly 90% of the applications received are from common carrier applicants, and we'd like to continue to improve their customer experience. At this time, we have support to launch an interagency team to design a fully electronic application process for common carriers. We anticipate this process to be deployed during 2019.</p>	<p>Year Process Improvement Started: We started our improvement efforts prior to 2017; however, the more significant changes took place from 2017 forward.</p> <p>Improvement Effort: We are constantly improving the Common Carrier permit since it is the highest volume of applications to process. We've improved the hand-filled-out applications to nearly full electronic processing and added links to other pertinent agencies. As of August 2019, the permit is a fillable PDF accessible on the commission's website. The majority of carriers fill it out online, save it and file it electronically with our Records Center. There are still some carriers who submit handwritten applications, both online and by mail, and some carriers who email it directly to Licensing Services. Eventually we hope that all carriers will submit fillable applications electronically, however, we will continue to allow for submission by mail for those carriers who are not comfortable with applying electronically.</p> <p>Results: There has been improvement each year. From 2017, the overall permit timeliness from Receipt to Complete has improved from 13 days in 2017 to 9 days in 2019. Once an application is Complete, Licensing staff continues to authorize permits within 1 day. The improvement is due primarily to the clarity and ease of use of the application since we converted to fillable forms as well as continuing to revise the form for understanding and readability.</p>
<p>Cottage Food Operations Permit (WSDA)</p>	<p>The Cottage Food Operations Permit is the WSDA permit most in need of improvement. Since the Permit was established in 2012, WSDA has continually worked to evaluate the permitting process and improve the timeliness of review. One challenge with the Permit is that applicants are often people who are operating a business for the first time and not familiar with the laws and regulations around food safety and the role of regulatory agencies.</p>	<p>Year Process Improvement Started: 2017</p> <p>Improvement Effort: Based on the chart below we had great improvements in the application processing time from receipt to licensing.</p> <p>The following table shows data for corresponding years (top to bottom) 2017, 2018 and 2019.</p>

<p>In 2016, WSDA conducted rulemaking to streamline the review process including: (1) Limiting applications to 50 recipes while allowing applicants to submit 1 master recipe along with any variations; and (2) Changing the permit expiration date so that each permit expires one year from the date it was issued. The change to limit applications to 50 master recipes streamlines the reviewing process while allowing applicants the flexibility to add variations. The change to the renewal date spreads the renewal application review out over the year to improve review workload.</p> <p>In addition to the rule changes, WSDA changed the application review process to integrate it into the existing application review process for other types of food businesses regulated by WSDA. This change helped streamline the hand-off between the application reviewers and the inspectors. In addition, WSDA has maintained the outreach to applicants including classes for applicants and one-on-one application reviews at locations across the state.</p> <p>In 2018 the agency continues to look for ways to 'lean' the process further, including evaluating the review for allergens on the labels and identifying ways to streamline that review.</p>	<table><tr><th>Applications Received</th><th>Average Completion Time</th><th>Maximum Completion Time</th><th>Average Decision Time</th><th>Maximum Decision Time</th></tr><tr><td>53</td><td>17</td><td>150</td><td>62</td><td>164</td></tr><tr><td>89</td><td>5.6</td><td>36</td><td>44.4</td><td>124</td></tr><tr><td>127</td><td>5.0</td><td>16</td><td>31.0</td><td>125</td></tr><tr><td>Change in days</td><td>-11</td><td>-134</td><td>-31</td><td>-31</td></tr></table>	Applications Received	Average Completion Time	Maximum Completion Time	Average Decision Time	Maximum Decision Time	53	17	150	62	164	89	5.6	36	44.4	124	127	5.0	16	31.0	125	Change in days	-11	-134	-31	-31
Applications Received	Average Completion Time	Maximum Completion Time	Average Decision Time	Maximum Decision Time																						
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89	5.6	36	44.4	124																						
127	5.0	16	31.0	125																						
Change in days	-11	-134	-31	-31																						
<p>The Department of Labor and Industries reports on 10 permits. Of those permits, all 10 have been improved. However, the agency is continuing to work on improving permit clarity, predictability, and timeliness of all its permits.</p> <p>Permit Targeted for Improvement: Elevator Installation Permit (new, renewals, and alterations).</p>	<p>Year Process Improvement Started: The online plan review submittal program started in 2017, which gave our external customers the ability to upload plans and documents pertaining to a job.</p> <p>In 2018-2019, we started improving the Residential Incline Chair portion with a dedicated inspector weekly assigned to virtual inspections and scheduling.</p>																									

<p>Improvement Efforts: L&I's Elevator Program continues to experience delays in its permitting process for the Elevator Installation Permit, particularly for residential incline chairlifts. As part of improvement efforts, the program plans to provide more training to staff on processing of permits to improve and expedite the process, plain talk all permit forms for easier readability and understandability for customers and to reduce the number of incomplete applications, and the agency is in the process of a website redesign which will make the website more user-friendly and permits and related information more easily accessible for customers.</p>	<p>Improvement Effort: In 2019, we addressed the Residential Incline Chair (one of the pieces of the Elevator Installation Permit) permitting process. We have implemented a rotation of inspectors, whom on a weekly basis are responsible for the scheduling, and performance of virtual inspection that week. They have worked in conjunction with many of the installers to create a streamlined process that is more easily understood for what we're looking for during inspection.</p> <p>In December 2019, we reverted to our original Elevator Installation Permit application, which has been found to be appreciated by both internal and external customers. We plan to review and make modifications to the application again in FY 2021, with the help of external and internal customers.</p> <p>The online plan review submittal program has improved the speed and timeliness that an elevator contractor is able to receive their approved plans, and permit back. There is no longer a need to submit payment and paper plans at an L&I service location, wait 1 to 5 days for campus mail to deliver that information to our office, route it through our mail system at headquarters, have it delivered to the program area, and wait for review by the technical specialist before code review could even start. With our online program, customers are able to at the time of creation of the permit (e.g., payment at a service location), when they get back to the office they can upload everything needed. Application, plans, additional documents, once received on L&I's side of the online program, we're able to give a quick cursory look at the documents to determine if everything is correct, and then assign it to a technical specialist for code review. It is a technical specialist queue for review (depending on how quick the contractor uploads after payment) in at least 24 hours. Whereas before it could take up to 7 days until it was ready to be queued and ready for code review for a customer to get their permit.</p> <p>The new process is more streamlined.</p>
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		<p>The "permit application form" was revamped. This is the form the contractor sends in with their payment for the permit, as well as, what is uploaded in conjunction with their plans for code review. This is the form change referenced in 2018-2019.</p> <p>No external stakeholders and internal customers were part of the change process. This resulted in form changes that were confusing to all users, as no training was provided internally or externally for our customers, we did not work with the people who do the work to make sure all information the 'system' needs was there, etc. We will revisit this application for improvement as we revert back to our old form. In addition, with new technology in the elevator industry, that information isn't available on the old form we're currently using, or the newer form that was created.</p>
Filming and Photography Permit (Parks)	<p>Washington State Parks is currently in the process of updating the permit application for public use permits including Film Permits for streamlining. We have been working with park and agency staff to make them easier for customers and staff to use.</p>	<p>Year Process Improvement Started: 2018</p> <p>Improvement Effort: Washington State Parks updated the permit application for public use permits including Film Permits for streamlining. We have been working with park and agency staff to make them easier for customers and staff to use.</p> <p>Results: The application submittal process improved for the visitor, but the review process still needs to be streamlined between departments.</p>
Fish Transport Application Permit - (Finfish) (DFW)	<p>To help improve our documentation of the time needed to process finfish transport permits, we will alter our database to clearly reflect the date we receive a finfish transport permit application, the date the finfish application is completed, the date we respond with an issuance or denial of the permit, and include a field that automatically calculates time interval between the submission of a completed application and our response.</p>	<p>Improvement Effort: In 2017, reporting of the timeliness was based on the date the application was received and the date the permit was issued. We recognized the need to modify how to report the timeliness based on what was happening in the process. A fish transport permit application is not considered complete until all required information for review of the application has been received. A fish health report detailing the testing results of regulated pathogens is required as identified in WAC 220-370 as well as a site inspection of the facility (WAC 220-370). Many of the fish transport permit applications that are</p>

		<p>submitted do not have those required reports; therefore fish health staff have to contact the applicant or representative of the facility who coordinated the pathogen testing for a copy of the results. In some cases, samples to be tested have not been taken at the time the application is submitted. The testing period is 28 days from the time samples are collected so an application can be identified as received for almost one month before any processing can begin.</p> <p>Results: By identifying the appropriate date for an application to be complete sets the date of how long it takes to process the application. This change to reporting has had an obvious change to the appearance of reporting timeliness by identifying this permit as the most need of improvement to the most improved.</p>
Permit for Private Nonprofit Auctions (LCB)	<p>New legislation in 2015 created the nonprofit private auction permit. LCB implemented the legislation quickly by mid-July that same year to cover a specific event. This permit was created with two specific large events that happen around the wine industry in Washington. Since both events were fairly new and large, and given that practices change regularly for the Washington wine industry, we realized changes to the application itself, as well as processing and approval were needed. Recognizing that these type of events in Washington are getting more and more popular, we chose this permit for most in need of improvement. LCB plans to focus on improving timeliness for this permit.</p>	<p>This permit was reported as a permit most in need of improvement because it was created during the 2015 legislative session. With the newly created permit, training and processes were identified as an area of improvement. However, in 2018 and 2019, our agency received two applications each year and it was determined this is not the area in need of any further process improvement. During the last legislative session, a new license was created with similar privileges, therefore we anticipate to receive very few applications for this permit.</p>
Recreational Gaming Activity Permit (Nonprofit) (GMB)	<p>We will provide applicants with clear instructions on the information they will need to provide and the process in order to get a Recreational Gaming Activity permit. This will allow applicants to gather all of the necessary information before they submit the application, thereby</p>	<p>Improvement Effort: We wanted to reduce the amount the amount of time it took for the applicant to submit a complete application. We reviewed and made necessary changes to the paper instructions and the online application. We were able to reduce the application completion time from an average of 8.7 days to 1 day.</p>

	reducing the likelihood of incomplete applications and a longer processing time.	
Tow Truck and Taxi (Vehicle For Hire) (DOL)	<p>Tow Truck and Taxi (Vehicle For Hire) permits are processed by Department of Licensing (DOL) staff who also process applications for 18 additional license types. In CY 2017, staff processed 1,355 of these applications; all are processed by Department of Revenue (DOR) prior to DOL receiving them.</p> <p>Time to license starts at receipt of application at DOR and ends when the permit/license is issued by DOL. When applications are received incomplete, DOR issues a Request for Information (RFI) letter. DOR's RFI is only issued for items needed for their processes and applicants are given 120 days to respond. When the application is received at DOL, there may be a need to send an additional RFI. DOL allows the applicant 30 days to gather and submit the required documentation to the agency. Our current time to license period for Tow Trucks is 28 calendar days and Taxi (Vehicle For Hire) is 25 days. If either agency issued an RFI, it would almost always result in the permit not being issued timely.</p> <p>We are currently working to improve processes related to Time to License. We are gathering touch times on processes for each license type and collecting data for core reasons why permits/license are not issued timely. In upcoming months, we plan to hold a 9-step problem solving session and conduct root cause analysis on these core reasons. Most recently we updated applications and websites to clearly outline what needs to be submitted with an application. In upcoming months, we will also focus on the Taxi application to further identify what can be improved.</p>	<p>Year Process Improvement Started: This process was started in 2016 when our current licensing system was adopted.</p> <p>Improvement Effort: Efforts included cross training licensing staff to process all licenses types. Provide weekly team huddles to discuss licensing best practices to improve the process. Updated tow truck plate process to include indicator tabs for 2019.</p> <p>Results: Having an updated system of record managed by trained staff with 3 years of experience working through system improvements. Utilizing system updates to limit any processing delays. Regular team training and communication to minimize processing times.</p>

Another option we may explore is requesting to extend the time to license period.	
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In addition, for the 2018 Permit Timeliness Progress Report, the Department of Natural Resources (DNR) outdoor burning permits was the only permit that did not report timeliness information. Therefore, ORIA recommended this permit as a priority improvement area to come into compliance with Chapter 43.42A RCW. In response to this recommendation, DNR made an effort to come into compliance by reporting timeliness information for outdoor burning permits. Below is the agency response outlining progress made since the last reporting cycle.

We contracted in 2018 to build an online burn portal to accept applications with e-signature and e-payment, and be able to issue burn permits again with an e-signature. We launched the completely automated system in December of 2019. We have a 4 year long term support agreement to work on bugs and enhancements and are currently working on improving the user interface. <https://burnportal.dnr.wa.gov/>

Applications were not put into the automated system until December of 2019. So, tracking application acceptance to permit issuance automatically started then, only if applicants applied electronically which is not mandatory. If we pull paper files in each region of when an application was mailed and when a permit was issued we should have complete records. I will again remind all that we do not have a timeline requirement, we work with burners to ensure their permits are processed in a timely manner in accordance with when they want to burn (i.e. in mid-July at 100 deg. no one is allow to burn so it may be late September before they get a permit).

For permits identified as most in need of improvement for this reporting cycle, please see the spotlight by individual agencies on the pages following.

Spotlight by individual agency

On the subsequent pages, information is provided by each individual agency for this reporting cycle, and includes the following:

- A snapshot of permit count and permit types reported since 2015.
- An updated inventory list of permit types.
- A spotlight narrative of a permit type of interest.
- An identified permit as most improved for the current reporting period.
- An identified permit as most in need of improvement for the current reporting period.

Some agencies opted not to provide certain elements of information, such as a spotlight narrative of a permit type.

Washington State Department of Agriculture (WSDA)

WSDA	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	9,675	9,900	11,481	11,634	11,212	13	12	12	12	12

Permit Types Reported:

- Collective Experimental Pesticide Use Permit
- Cottage Food Operations Permit - New and Renewal
- Equine Certificate Of Veterinary Inspection and Interstate Movement Permit
- Equine Semen/Embryo Import Permit
- Experimental Pesticides Use Permit - Aquatic Sites
- Experimental Pesticides Use Permit - Terrestrial Sites
- Feeding and Grazing Permit (Pasture to Pasture)
- Permit to Import
- Plant Sale Permit
- Seed Labeling Permit
- Special Poultry Permit
- Special Sale Permit

SPOTLIGHT PERMIT

COTTAGE FOOD AND SPECIAL POULTRY PERMITS

Anyone operating in the food space knows that navigating food permits, licenses, laws, and regulations can be very confusing. Some products are governed by local (city or county law), some by state law, and some by federal law. Fortunately, for businesses in the state of Washington that handle or process food for wholesale, they have the Food Safety Program staff to turn to for technical assistance, guidance and inspections of their facilities. In keeping with the Program's mission to protect consumer health by safeguarding the food supply, the Program also supports the economic vitality of the food industry by facilitating and supporting commerce of Washington State Agriculture products. Some notable examples are through the Cottage Food and Specialty Poultry Permits -- two permits issued through the Food Safety Program to provide opportunities for small operations to safely sell their products. There are also numerous licenses that the Program issues as part of doing business in Washington State. According to Program Manager David Smith, "Daily we are providing technical assistance to help small businesses navigate the complexity of regulatory requirements so that they can be successful." In fact, in 2019, almost half (47%) of the licenses issued by the Food Safety Program were for businesses with gross sales of less than \$50,000. These 1,014 small businesses produce items we are accustomed to eating daily such as dried fruits, herbs, teas, baked goods, juice and cider, salad mixes and many other food products.

Historically, there has been an interest in producing acidified foods such as pickles or BBQ sauce by these small processors. The Food Safety Program has taken a team approach to help businesses understand the requirements to produce acidified foods by developing a [guidance document](#) for these processors explaining

everything from obtaining a WSDA Food Processor License to maintaining records. As the Eastern Regional Manager for the Food Safety Program, Cajsha White, described, "We get a lot of small processors who are really excited about making their BBQ sauces or their salsas. They have great recipes and want to sell it but acidified food is very complex and not something that many of these folks have a background in. So we spend a lot of time on the telephone with them, answering their questions and providing educational resources and information so they have the best chance of being successful in their business."

As entrepreneurs and small businesses continue to innovate as a result of COVID-19, it's not surprising to learn that the Food Safety Program has helped provide 212 new licenses (not just renewals) in the last seven months of this year, all while protecting and reducing the risk to public health by assuring the safety of the State's food supply.

– WSDA Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is WSDA's agency response to its most improved permit:

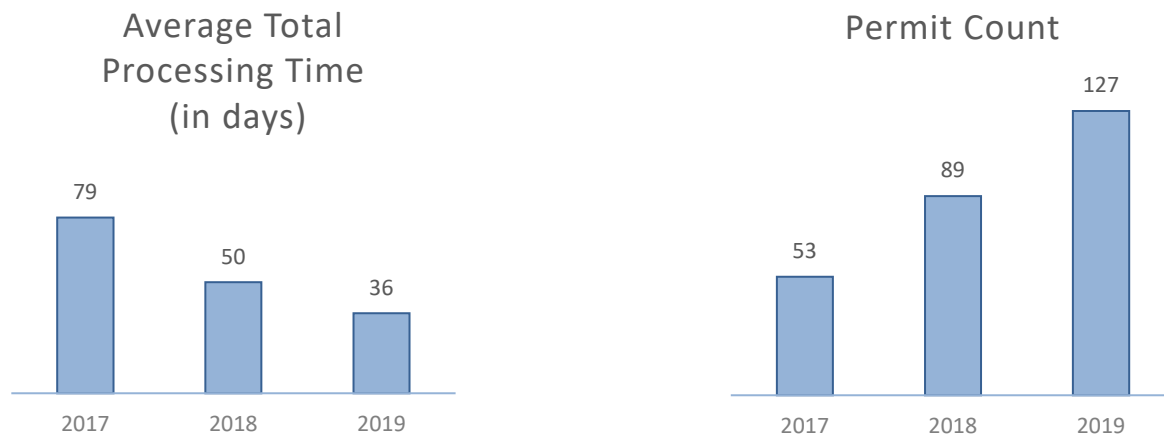
Most Improved: Cottage Food Permit

Agency Response

Target Problem/Opportunity: Office review (as opposed to field review) of application, recipes reviewed on site, and new method of storing data (Food Records Electronic Database).

Results: These improvements have greatly reduced the duration between application received and permit issued.

Lessons Learned: Outliers of said improvements include; application not sending in sufficient fees, and/or submitting a complete application package.



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is WSDA's agency response to its most in need of improvement permit:

Most in Need of Improvement: Seed Labeling Permit

Agency Response

Target Problem/Opportunity: The processing of Seed Labeling Permits is a manual process which is dependent upon staff resources as well as when industry sends in their applications. The Seed Program sends a notice to industry every November with the application form. Industry is also reminded that there is a late fee for applications received after January 31st annually.

Once an application is received, Seed Program staff manually process the application which includes auditing the assessment fee included with the application based on the prior year sales, creating the permit, printing duplicated copies and preparing postage. The 'Application Complete' to 'Date Permit Completed and Issued' is 95% of the time the same day processing for a continuous flow.

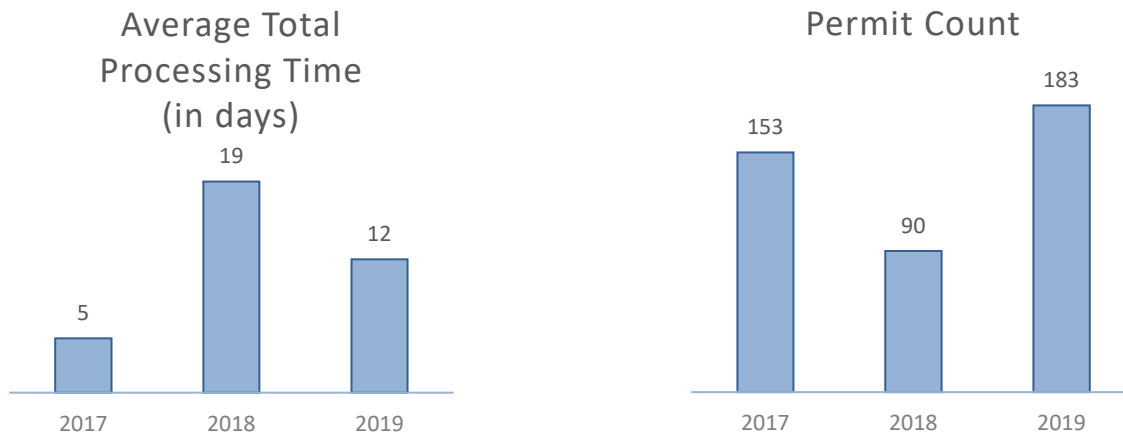
Contributing factors to an increased number of days to complete:

- 80% of all applications arrive within the first 60 days of notice which are processed typically same day as received. However, the remaining 20% of applications arrive in the last week of January prior to the late fee which creates a backlog of permits needing to be issued.
- Error with assessment calculation submitted by the applicant which could result in either underpayments or overpayments
- Disagreement that the permit is necessary or dispute of the authority to require
- Administrative resources impacted by holiday leave and flu season

- Payment needs to be received prior to issuance of the permit

The backlog experienced for end of 2018 and first of 2019 highlighted a need to make this an automated process going forward. Effective for 2021 permit application process, applicants will apply online through a customized web application. The web application will automate all aspects of the permit process and eliminate the manual processing. Additionally, the Seed Program will be cross-training additional staff with the new process to ensure timely processing timelines.

The program is in the final proofing stages of the newly built application and will verify all portions work with tests and a vetting process prior to rolling out to industry this Fall 2020.



Department of Archaeology & Historic Preservation (DAHP)

Permit Count						Permit Types				
DAHP	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	69	86	67	70	61	1	1	1	1	1

Permit Types Reported:

- Archaeological Site Alteration and Excavating Permit

SPOTLIGHT PERMIT [ARCHAEOLOGICAL SITE ALTERATION AND EXCAVATION PERMIT](#)

In the State of Washington, any alteration or disturbance to an archaeological site requires a permit from DAHP under RCW 27.44 and RCW 27.53. Affected tribes have a 30-day comment period before the permit is released. All Native American sites require a permit, regardless of the level of “disturbance” at the location. Permits are also required to excavate significant historic sites, submerged aircraft and shipwrecks.

Alterations to a site that require a permit include adding fill, construction work, removing trees, using heavy equipment, compacting, or other activities that can change the character of the site or landform where the site sits. Permits are also required for formal archaeological excavation and collection of archaeological materials for research purposes, and the excavation and removal of Native American burials. Most archaeological excavation permits are tied to construction work. Projects that require archaeological permitting range widely in scope, from small privately funded home remodeling and septic repair to large state funded transportation and infrastructure projects.

Archaeological permits are quite different from other permit types; archaeology is research-driven and culturally sensitive. Applications must be written by professional archaeologists to address important questions about Washington’s past. The complete permit requirements can be found in the [Washington Administrative Code 25-48-060](#).

– DAHP Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on

justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). DAPH reports only one permit type, so the following is its agency response to its most improved permit:

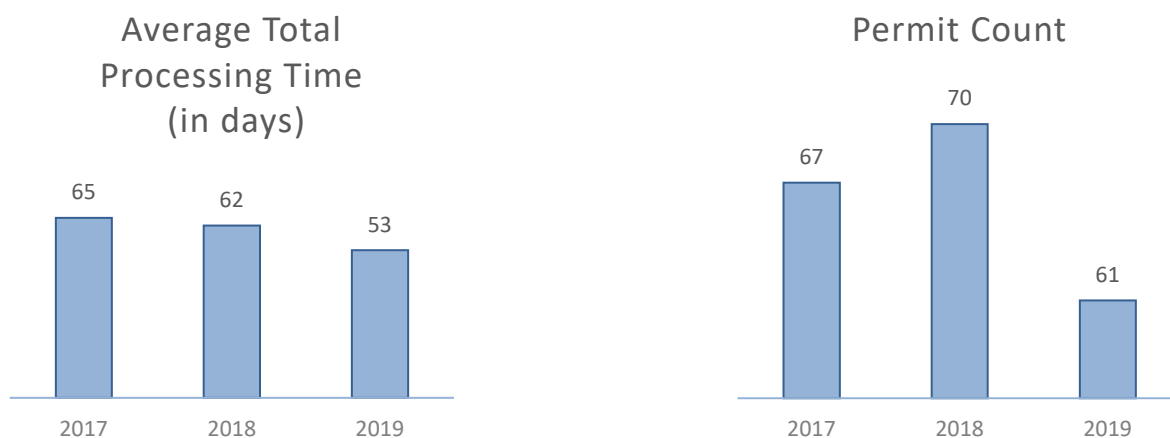
Most Improved: Archaeological Site Alteration & Excavation Permit

Agency Response

Target Problem/Opportunity: WAC 25-48-70 requires that DAHP give affected Tribes and other Stakeholders 30 full days to comment on permit applications. Therefore, all permit processing times reflect the external comment time, and not solely DAHP staff processing time. The Permit Process is somewhat complex because it involves removing, or otherwise altering, sensitive cultural resources and archaeological sites, including human remains and burials. Consultation and coordination during the review process is personalized and can involve site visits and meetings with Tribal representatives. It is not an over-the-counter permit.

Results: New rules for the DAHP streamlined monitoring permit have been in place for 1 year and have helped reduce the review requirements for 10 (out of 60) permits in 2019. The DAHP has also moved towards electronic document distribution (email) which has helped reduce slack time during the review process while things moved through the mail. Together, they have reduced the total average time between application and permit issuance by an average of 9 days.

Lessons Learned: Creating a streamlined application for monitoring permits reduced time needed for DAHP staff to review applications, and emailing permit documents instead of mailing greatly reduced the time spent waiting for materials to move through the mail.



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few

permits/data, bias in the data, not enough statistical significance, etc.). DAPH reports only one permit type, so the following is its agency response to its most in need of improvement permit:

Most in Need of Improvement: Archaeological Site Alteration & Excavation Permit

Agency Response

Target Problem/Opportunity: WAC 25-48-70 requires that DAHP give affected Tribes and other Stakeholders 30 full days to comment on permit applications. Therefore, all permit processing times reflect the external comment time, and not solely DAHP staff processing time. The Permit Process is somewhat complex because it involves removing, or otherwise altering, sensitive cultural resources and archaeological sites, including human remains and burials. Consultation and coordination during the review process is personalized and can involve site visits and meetings with Tribal representatives. It is not an over-the-counter permit.

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Department of Ecology (ECY)

ECY	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	2,284	2,679	2,349	2,516	2,132	41	41	41	41	44

Permit Types Reported:

- 401 Water Quality Certification
- Air Operating Permit
- Air Quality Notice of Construction (NOC) Permit
- Baled Agricultural Residue Interim Spot Burn Permit
- Biosolids Management Permit
- Burn Permit - Agricultural Field
- Burn Permit - Agricultural Pile
- Burn Permit - Land Clearing
- Burn Permit - Special
- Burn Permit - Spot Burn Permit
- Concentrated Animal Feeding Operation General Permit
- Dam Construction Permit
- Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B)
- Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A)
- General Order of Approval for Asphalt Plants
- General Order of Approval for Auto Body Shops
- General Order of Approval for Concrete Batch Plants
- General Order of Approval for Dairy Manure Anaerobic Digesters
- General Order of Approval for Gas Fired Emergency Electrical Generators
- General Order of Approval for Perchloroethylene Dry Cleaners
- General Order of Approval for Small Boilers Using Natural Gas/ Propane/ or Diesel Fuel
- General Order of Approval for Stationary or Portable Rock Crushers
- Industrial NPDES Individual Permit
- NPDES Aquatic Mosquito Control Permit
- NPDES Aquatic Plant and Algae Management Permit
- NPDES Boatyard General Permit
- NPDES Construction Stormwater General Permit
- NPDES Fresh Fruit Packing General Permit
- NPDES Industrial Stormwater General Permit Coverage
- NPDES Irrigation System Aquatic Weed Control General Permit
- NPDES Sand & Gravel General Permit for Non-Portable Facilities
- NPDES Sand & Gravel General Permit for Portable Facilities
- NPDES Upland Fin-Fish Hatching and Rearing General Permit
- NPDES Water Treatment Plant General Permit
- Permit to Burn Flood and Storm Debris
- Prevention of Significant Deterioration (PSD) Air Quality Permit
- Reclaimed water individual permits*
- Reservoir Permit
- State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application
- State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW)
- Vessel Deconstruction Permit*
- Water Right Change
- Water Right/ New
- Winery Permit*

* new permit 2019

SPOTLIGHT PERMIT **NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM (NPDES) AQUATIC PLANT AND ALGAE MANAGEMENT PERMIT**

Algae and weed management is very important for the aesthetics, public health and safety, and overall environmental health of our lakes. Removing excess algae and weeds helps reduce risk to both humans and animals by preventing or shortening the duration of toxic algae blooms and removing dense mats of weeds that can alter the ecosystem.

We recently updated this permit to add a new herbicide called ProcellaCor®. Waterbody managers asked us to add ProcellaCor® because it is less toxic to people, pets, livestock and the environment. It has minimal use restrictions, meaning it can be applied to the lake or waterbody and doesn't need any restrictions on swimming or fishing.

For the next update to this permit we will propose modifying our shoreline signs to use icons and pictograms to communicate hazards associated with pesticides. Using icons will help make this information more accessible to people including non-English speakers.

– ECY Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is ECY's agency response to its most improved permit:

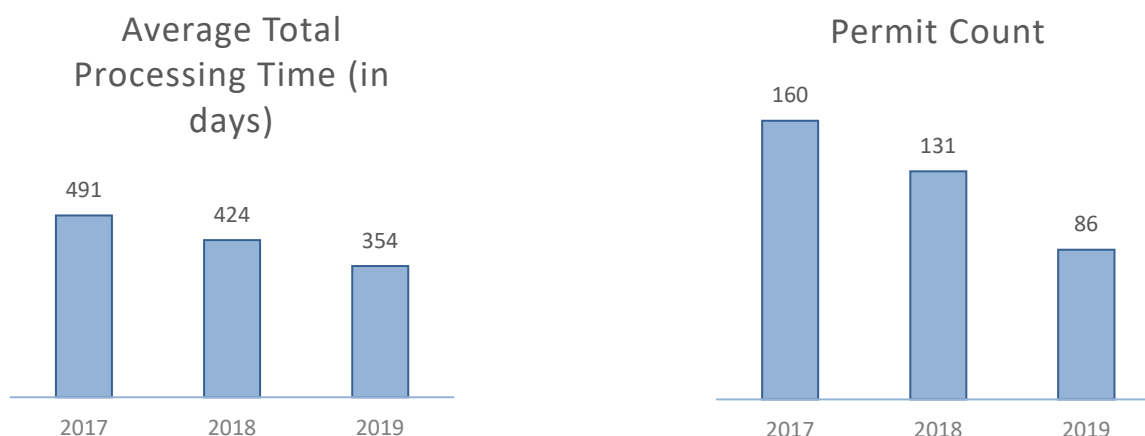
Most Improved: Water Right Change Permit

Agency Response

Target Problem/Opportunity: We identified improvements to our water right processes as part of continuous improvement efforts to reduce the backlog of pending applications and diminish delays and costs while applicants wait for decisions.

Results:

- We revised the application to ask for all the information we need to process the application and make a decision that we realized was absent from the earlier version.
- We developed a more substantial guidance document and a supporting document that includes sample text for various permit scenarios.



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is ECY's agency response to its most in need of improvement permit:

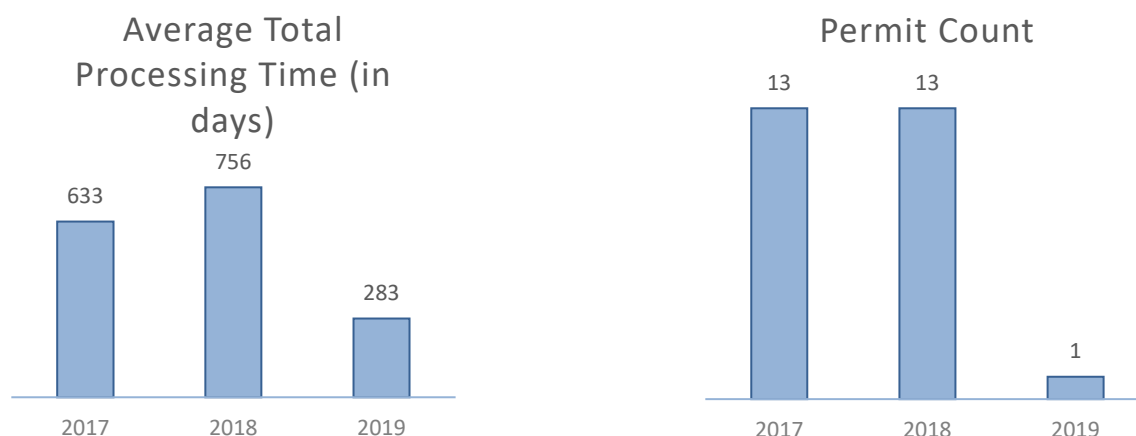
Most in Need of Improvement: Biosolids Management Permit

Agency Response

Target Problem/Opportunity: We are required to reissue the Biosolids general permit every five years. The current permit expires in September 2020. With the new general permit, our goal is to streamline the process for facilities with straightforward requirements, which will allow us to focus on facilities with more complex permitting requirements. This new approach, gives us the opportunity to simplify the permit application process and reduce the time it takes us to make a final permit decision.

Results: In December 2019, we announced the start of the process to develop the new permit and invited interested parties to participate. For more information, see our Biosolids web page at <https://ecology.wa.gov/Waste-Toxics/Reducing-recycling-waste/Organic-materials/Biosolids>

Lessons Learned: After we reissue the permit, we can reflect on lessons learned.



Ecology uses our agency Customer survey as one method to identify permit process improvements. We reviewed the results from our 2016 customer survey and identified the process improvements below.

The 2016 Customer Survey results are available on our web site at ecology.wa.gov/CustomerSurvey. We are currently analyzing the 2019 Customer Survey Results and will make them available on the same web site.

Please see the details below for each permit.

Air Quality Notice of Construction (NOC) Permit

Target Problem/Opportunity: There were multiple locations where customers could find information about applying for an Air Quality Notice of Construction (NOC) permit. This caused confusion.

Results: Now our web page more quickly connects customers to information about who issues the permit in their local area (the local clean air agency or the Department of Ecology). More information is available about the State Environmental Policy Act requirements and the average time it takes to process an application. See our NOC Permit web page at <https://ecology.wa.gov/Regulations-Permits/Permits-certifications/Air-Quality-permits/Notice-of-Construction-permit>. We also updated the information in the ORIA Regulatory Handbook to be clearer about who issues the permit.

Lessoned Learned: Using staff experience and the customer survey results was important to help us identify opportunities to improve the customer experience when searching for permitting information on Ecology's website.

Air Quality Notice of Construction Permit - Minor New Source Review

Target Problem/Opportunity: Permit writing staff, in different programs, were using inconsistent permit conditions and processes for issuing these permits.

Results: Now staff use a statewide consistent workflow to process applications based on collaboratively developed guidelines, templates, and boilerplate language. We created a permanent

workgroup to provide a permitting discussion forum for the permit writers. This workgroup will also maintain and update the guidelines as needed. Our 2019 Customer Survey found that 85 percent of Minor New Source Review customers strongly agree or agree the time required to issue the permit was reasonable. This is a 12 percent improvement from our 2016 Customer Survey results.

Lessoned Learned: Creating a cross program team to collaborate on new guidelines was key to the success of this project.

Construction Stormwater General Permit

Target Problem/Opportunity: We need to clarify information we give to Construction Stormwater General Permit applicants about the permit process and how long it will take us to issue their permit. We are focusing on reducing the time it takes applicants to apply for a permit and the time it takes us to process a partial transfer of a permit.

Results: We made minor improvements to allow some applicants, with existing accounts, to sign their application electronically, instead of submitting a paper certification. We are working on writing guidelines and announcing the change to our customers.

We reduced the manual data entry work we had to do to process partial transfers by an average of 10 minutes per partial transfer. This saves us about 80 minutes per month.

We are updating permit information in the ORIA Regulatory Handbook and working on an Application Checklist customers can use when they apply for a permit.

Lessoned Learned: Doing the work to understand our current state by analyzing customer survey data, staff walking their process with the supervisor (Gemba Walk), and collecting baseline data was essential to identifying goals for the project and the success of our initial improvements.

New Water Right and Change to Existing Water Right

Target Problem/Opportunity: The applications for a new water right permit and change to an existing water right permit did not contain all the information we needed to make a decision. This caused an ad hoc fact gathering process once we started working on an application.

Results: We revised the application to ask for the additional information. We also developed a more substantial guidance document and a supporting document that includes sample text for various permit scenarios. The goals for the improvements are to provide greater transparency about information we use to make decisions and how we measure the viability of applications for new water rights, water right changes, and transfers.

For more information, see our Water Right Permits web page at <https://ecology.wa.gov/Regulations-Permits/Permits-certifications/Water-rights-permits>

Lessoned Learned: We are in the early stages of implementation and can reflect on lessons learned after we analyze how the new and updated tools are working.

Department of Fish and Wildlife (DFW)

DFW	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	3,218	3,387	3,296	3,078	3,175	6	6	6	6	6

Permit Types Reported:

- Fish Stocking Application Permit - (Finfish)
- Fish Transport Application Permit - (Finfish)
- Hydraulic Project Approval
- Scientific Collection Permit (SCPs)
- Shellfish Import Application Permit - (Shellfish - Import permit)
- Shellfish Transfer Application Permit - (Shellfish)

SPOTLIGHT PERMIT

FISH TRANSPORT APPLICATION PERMIT

The fish transport permit is a complex process because of the impact with local, state, and international transport of fish into and through WA State. We process applications for fish transfers coming from Europe and Asia for a variety of purposes. For example, the sale of Koi for addition to garden ponds to Atlantic salmon for sale at retail markets. Both have a positive economic impact to WA State. However, there is risk to importing viruses that are not in the United States as part of these international transfers. The fish transport permit process is the means to be the oversight in controlling the spread of a potential disease.

– DFW Representative

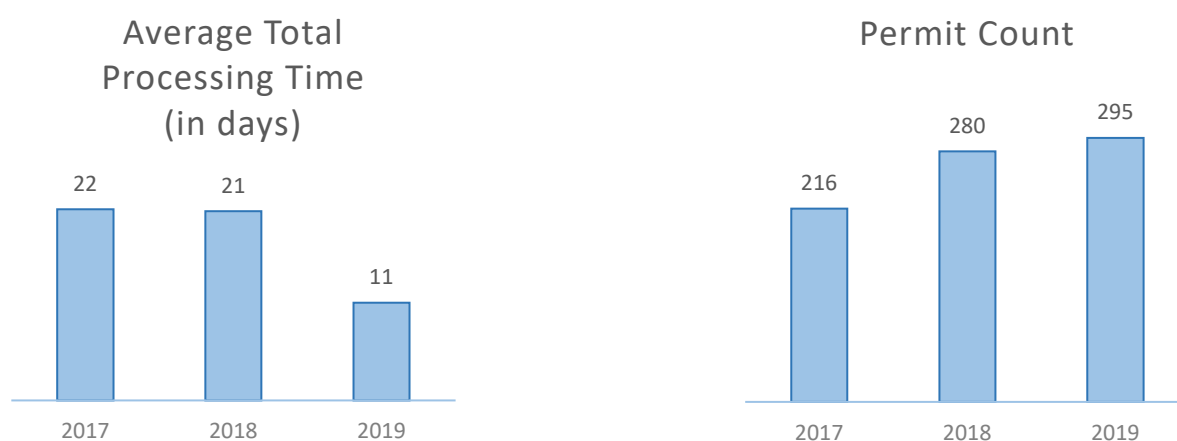
For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DFW's agency response to its most improved permit:

Most Improved: Fish Transportation Application

Agency Response

Target Problem/Opportunity: In early 2015, the fish transport permits were processed by fish health staff who were had job responsibilities at the hatcheries that were their primary job. They processed fish transport applications that were in addition to their existing responsibilities on days when they were at the office; therefore the response time to applications was dependent on work load at the time. In the fall of 2015, a person was identified to be point person for communication and contact for the fish transport permit applications. The duty station of this staff member was at the headquarters office and was available to respond to questions on application and to request required details or reporting for the applications.

Results: The applications were organized for the fish health staff to review and provide approval. The process has seen improvement each year as new staff have become familiar with reviewing and approval of the applications.



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. The following is DFW's agency response to its most in need of improvement permit:

Most in Need of Improvement: Hydraulic Project Approval

Agency Response

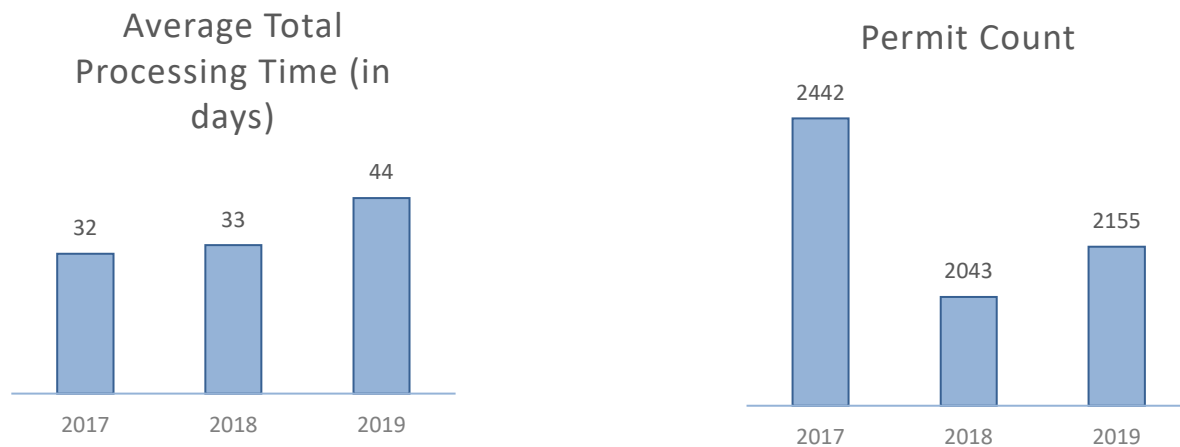
Target Problem/Opportunity: HPA applications are processed following the receipt of a complete application. The required information and documents constituting a complete application are dictated by statute and rule. Although WDFW's online permitting system (APPS) and internet pages identifies all the required components, not all applicants provide complete or correct

information upon first submittal. If an application is received incomplete, WDFW typically notifies the applicant of the missing information within one business day. Applicants then must submit that information back to WDFW for consideration.

In 2019 the total permit processing time (the total of time to a complete application and time to issue the permit following acceptance of the application) increased by 33% over the total permit processing time for 2018. All of this increase was due to a near doubling of the time it took applicants to supply WDFW with complete applications (11.6 days for 2018 to 22 days for 2019).

Results: WDFW does not track data to determine what information is missing when an application is incomplete or why applicants may delay responding to WDFW's request for more information. Therefore, it's difficult to explain the increased time to receive complete applications in 2019.

WDFW is revising the list of required documents for HPA applications in Fall 2020 that is published on the HPA internet page. This may clarify to applicants what must be submitted so their applications can be processed. Other efforts, such as publishing a list on the internet of vendors and contractors experienced in various aspects of applying for and conducting work under HPAs will be completed in late 2020 which may encourage applicants to use experienced professionals to help them apply for HPAs.



Washington State Gambling Commission (GMB)

GMB	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	11	10	10	14	13	6	6	6	6	6

Permit Types Reported:

- Manufacturer of Gambling Equipment/Paraphernalia Special Sales Permit
- Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair
- Permit for Persons to Operate Bingo Games Only During and Upon the Site of Bona Fide Agricultural Fairs (Commercial Business)
- Punch Board / Pull-Tab Service Business Permit
- Recreational Gaming Activity Permit (Commercial Business)
- Recreational Gaming Activity Permit (Nonprofit)

SPOTLIGHT PERMIT [RECREATIONAL GAMING ACTIVITY PERMIT](#)

In FY19, we issued over 20,000 licenses and 13 permits. Out of the six types of permits we are authorized to issue, we issued three types – Recreational Gaming Activity Permit (10), Punch Board / Pull-Tab Service Business Permit (2), and a Nonprofit Bingo at Agricultural Permit (1). Over the last few years, we have issued on average about 10 permits per year, with the majority being Recreational Gaming Activity Permits.

A Recreational Gaming Activity (RGA) permit is a nongambling activity, using poker tables and gambling equipment. An RGA is conducted no more than two times per calendar year, by, or on behalf of, a sponsoring organization, business, or association, or department of an organization, business, or association.

An RGA can only be operated for up to eight hours. All prizes must be donated to, or provided by, the permit holder. No cash can be used during the course of the activity. All play is limited to the use of scrip or chips, which have no cash value. Scrip or chips can be redeemed for prizes. An alternative is to convert the scrip or chips to tickets which are then drawn to determine the prize winners.

A fee may be charged to enter the premises to accompany the meal and entertainment provided or the costs of renting the equipment.

RGA permit applications are available to be completed and submitted online through our website. Applications can also be printed off our website and submitted to us via the mail. The application is two pages and asks for the name of the organization holding the event, start and end date and time of the activity, the location of the event, who is providing the equipment and the cost, and whether the RGA is authorized in the jurisdiction in which the event is to be held.

To allow for incomplete applications and our processing time, we ask applicants to apply for the permit 14 days prior to the event.

– GMB Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is GMB's agency response to its most improved permit:

Most Improved: Punch Board/Pull-Tab Service Business Permit

Agency Response

Target Problem/Opportunity: Incomplete applications can increase processing time.

Results: We reviewed the steps to process applications and eliminated the unnecessary steps. We also reviewed the application to ensure that we were requesting all of the supplemental forms and documents needed for a complete application upon initial submission.

Lessons Learned: Processing times decreased.



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few

permits/data, bias in the data, not enough statistical significance, etc.). The following is GMB's agency response to its most in need of improvement permit:

Most in Need of Improvement: Punch Board/Pull-Tab Services Business Permit

Agency Response

Target Problem/Opportunity: Although this permit was identified as our most improved, we still think there is more room for internal improvement to reduce the number of days to process the application. We will be looking at the number of days it takes for us to review the initial application, ask for any outstanding items and asking applicants for only the necessary documents to issue the permit.

Results: To be reported next reporting period.

Lessons Learned: To be reported next reporting period.

Department of Health (DOH)

DOH	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	6,694	12,944	9,993	8,989	8,068	13	13	13	13	13

Permit Types Reported:

- Drinking Water Operating Permit
- Large On-Site Sewage System Operating Permit
- Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility
- Radioactive Air Emission License to Operate New Facility
- Recreational Water Contact Facility Construction Permit
- Recreational Water Contact Facility Operating Permit
- Shellfish Export Certificate
- Shellfish Operation License
- Tribal Bait Harvest Site Certificate and Bait Harvest Permit
- Water Recreation Facility Construction Permit
- Water Recreation Facility Operating Permit
- Water System Construction and Operation Approval
- Waterworks Operator Certification

SPOTLIGHT PERMIT RADIOACTIVE AIR EMISSIONS LICENSES

RADIOACTIVE AIR EMISSIONS FACILITY APPROVAL TO CONSTRUCT

RADIOACTIVE AIR EMISSION LICENSE TO OPERATE NEW FACILITY (OR MODIFICATION OF AN EXISTING SOURCE (NEW CONSTRUCTION OR ABATEMENT))

For the Radioactive Air Emissions Licenses, this report focuses on only two types of licensing actions; first the review of applications and issuance of licenses for brand new facilities, and second for review of applications and issuance of licenses for modifications to existing facilities. While the Radioactive Air Emissions staff have been meeting the time frames called out in the Washington Administrative Code, we would like to point out meeting those time frames are not always within our control because of how we issue our licenses. Because each facility is so unique, part of our process is to share a draft of the license with the licensee during the 60-Day period we have to issue the license. The purpose of this informal review is to ensure once the license is issued, it not only protects public health but is also a license the licensee can operate to. This sometimes results in an education/negotiation period where we work out conditions that are acceptable to both the State and the licensee, and can lead to exceeding the time frames called out in the regulations. However, we believe it is better to take the time to work through this process and achieve a much better license than to rush to meet a deadline.

– DOH Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DOH's agency response to its most improved permit:

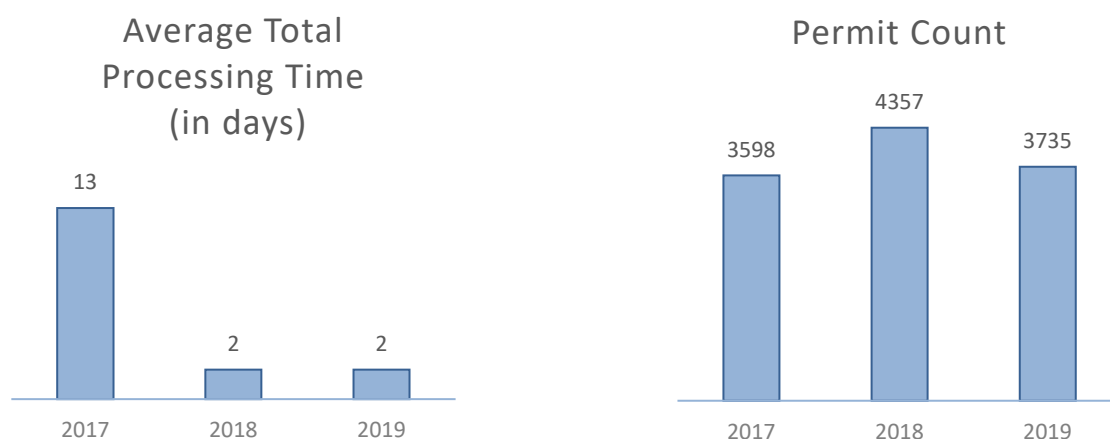
Most Improved: Drinking Water Facility Operating Permit

Agency Response

Target Problem/Opportunity: Improve timeliness and decrease rework for program

Results: Timeliness improved by 84.6%

Lessons Learned: Rather than seeking a change to program's database, ID what is within program's span of control -focus on improving effectiveness of process and reduce waste.



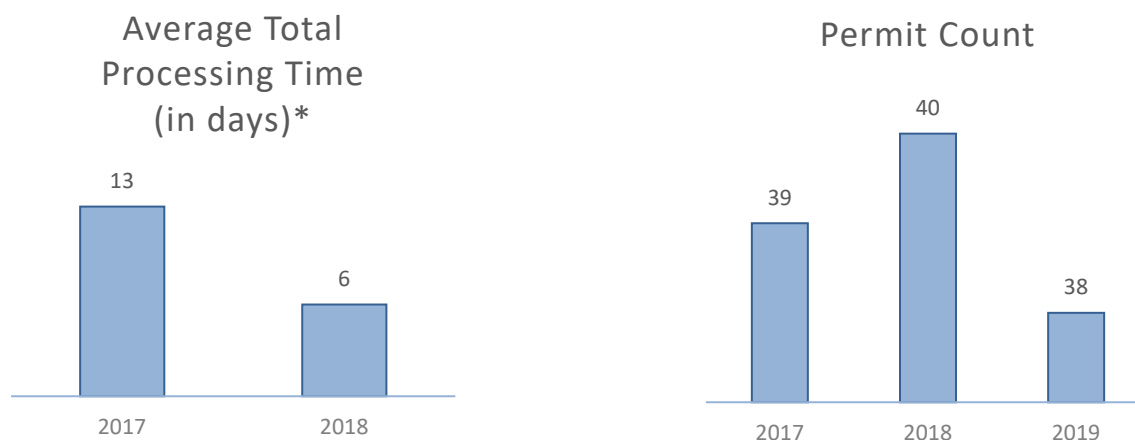
For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DOH's agency response to its most in need of improvement permit:

Most in Need of Improvement: Water Recreation Operating Permit

Agency Response

Target Problem/Opportunity: Permit application form was difficult to understand and included multiple documents.

Results: A new application form was created that is user-friendly and consolidated all information onto one document. This new application form is going to be used from this year. Hopefully, this will result in applicants being able to fill out the forms correctly and completely in their first attempt.



*2019 information not available to calculate application completion time.

DOH provided an additional permit for processing improvement efforts, as seen below:

Recreational Water Contact Facility Operating Permit

Agency Response

Target Problem/Opportunity: This permit has not been issued in the past though there are facilities that need to be permitted. We are moving forward with our plan to require operating permits for these facilities starting from this year.

Labor and Industries (LNI)

LNI	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	170,436	182,862	188,108	217,156	209,561	10	10	10	10	10

Permit Types Reported:

- Amusement Ride or Structure Operating Permit
- Boiler/Pressure Vessel Installation or Reinstallation Permit
- Construction Elevator Installation (Hoist) Permit
- Electrical Work Permit
- Elevator Installation Permit (new/ renewal and alterations)
- Elevator Installation Variance Permit
- Factory Assembled Structure Permit
- Minor Work Permit
- Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters"
- Rental Boiler Operating Permit

SPOTLIGHT PERMIT

ELEVATOR INSTALLATION PERMIT

With the close of FY 2020, L&I is trying to find ways to streamline the Elevator Installation Permit process as a whole, for both commercial and residential permits. The Residential Incline Chair permit encompasses the majority of permits reviewed by the Elevator program. The numbers below show this permit type comprises more than 50 percent of the permits pulled by elevator contractors, reviewed by technical specialists, and inspected (some still in person, and the rest done via virtual inspection). Given this workload and its direct impact on stakeholders, L&I determined we should prioritize directly improving this process within all Elevator Installation Permits. Other conveyances are needed to address quality of life issues, whether to allow individuals access to other floors or provide better access to mass transit.

The majority of, if not all, stakeholders that receive a Residential Incline Chair need help to be independent and mobile in their own homes, whether due to age and/or physical limitations, recovery from a surgery, or end-of-life transition. To address these needs, in 2019 – 2020, L&I created a dedicated team of inspectors whose sole responsibility was the continuation and eventual expansion of the virtual inspection process. A legislative package was granted starting FY 2021, enabling us to hire two new FTEs responsible for working in conjunction with a seasoned inspector to streamline the whole process of Residential Incline Chair permits, including plan approval, scheduling, and the virtual inspection. As well, we made changes to our WAC rules simplifying the information Residential Incline Chair contractors need to submit for a permit.

So far with these changes, we have seen a decrease in permit processing time for the Residential Incline Chairs, in both the review and approval time for the permit and in the time from permit approval to final inspection.

- 2019 – 2020 – Total New Installation Permits reviewed – 1,778
 - Of which 954 are Residential Incline Chairs = 54%
- 2018 – 2019 – Total New Installation Permits reviewed – 1,918
 - Of which 1,001 are Residential Incline Chairs = 52%
- 2017 – 2018 – Total New Installation Permits reviewed – 1,628

- Of which 879 are Residential Incline Chairs = 54%
- LNI Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is LNI's agency response to its most improved permit:

Most Improved: Elevator Installation Permit (new/renewal/alterations)

Agency Response

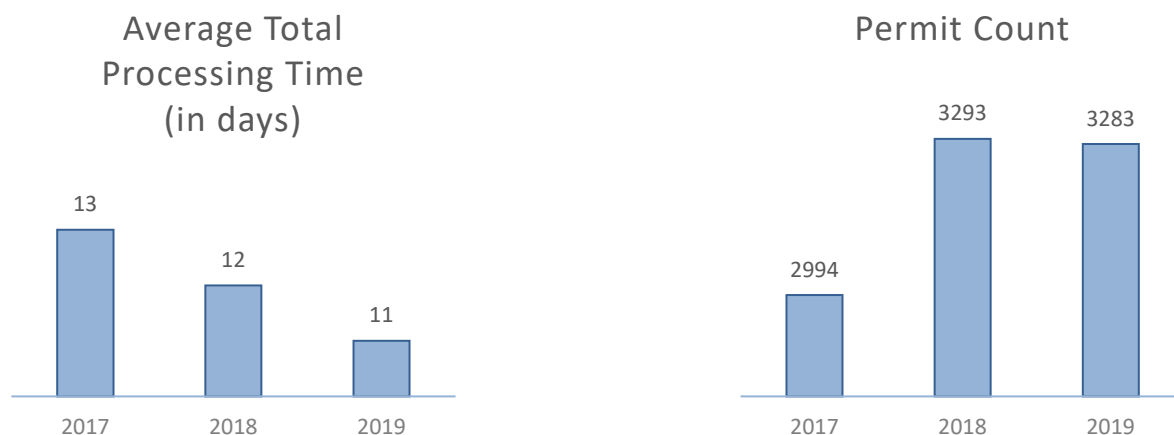
Target Problem/Opportunity: L&I has identified the "Elevator Installation Permit (new, renewal and alterations) for Residential Incline Chairlift installations, as the permit most improved. In the past, permits for residential incline chairlifts, also known as "wheelchair lifts", had an average processing time of 2 to 4 weeks for permit review and approval and inspection scheduling. Customers have expressed concerns about the length of time to get their permit approved and schedule their inspection so they can use their conveyance. Residential Incline Chairlifts are typically installed in residences where there are ailing or aging individuals that need the use of the conveyance as soon as possible. The conveyance cannot be operated until it has been inspected and approved by L&I.

Results: L&I has made improvements to both the permit and inspection process for these conveyances by making the permits a priority, changing how the permits are reviewed and approved by staff, and implementing virtual inspections.

Virtual elevator inspections allow the conveyance to be inspected much sooner. Inspectors can perform the inspection online rather than needing to be on-site and in person. L&I's Elevator Program plans to dedicate an inspection team solely to performing virtual elevator inspections to reduce wait times even further. The entire process from permit submittal to receiving an inspection for residential incline chairlifts is now about one week or less. The program plans to continue making improvements to this process as feedback is received from customers.

L&I has also improved customer usability of our website by redesigning the website layout and navigation based on user research. The website redesign will decrease time and costs for customers by making it easier for them to quickly find and easily understand information.

Lessons Learned: No data provided



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is LNI's agency response to its most in need of improvement permit:

Most in Need of Improvement: Elevator Installation Permit for Residential Incline Chairlifts

Agency Response

Target Problem/Opportunity: L&I has identified the "Elevator Installation Permit (new, renewal and alterations)" most in need of improvement. In 2019, the permit form was revised in an effort to provide more relevant information. However, the modifications to the form have resulted in longer permit times and has created issues for both internal staff and customers. Customers have expressed concerns that the form is not user friendly, creates duplicative work, and lacks the appropriate information that they need. Internal staff have expressed that form fields do not align with the system application used to enter the permit data, which results in information being entered incorrectly.

Results: The Elevator program plans to revisit the permit form to identify areas for improvement and make it more user-friendly based on the feedback it has received from staff and customers.

LESSONS LEARNED: More closely involve both internal and external stakeholders in the permit revision process.

Department of Licensing (DOL)

DOL	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	613	85	478	384	438	4	4	4	4	4

Permit Types Reported:

- Cremated Remains Disposition
- Crematory
- Taxi (Vehicle for Hire)
- Tow Truck

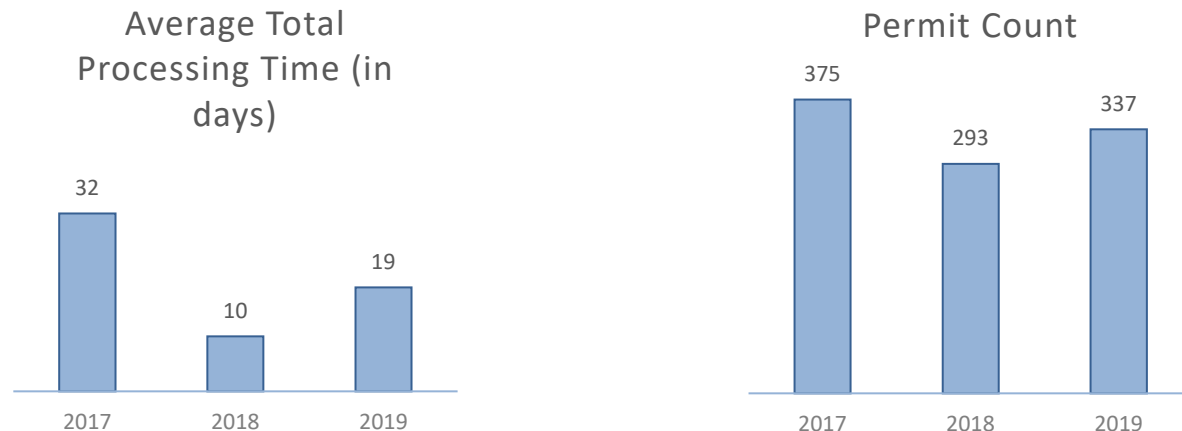
For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DOL's agency response to its most improved permit:

Most Improved: Taxi (Vehicle for Hire) Permit

Agency Response

Target Problem/Opportunity: The For Hire operating system was implemented in 2016 and likewise for our supporting agency operating system. In conjunction, both systems have function issues requiring workarounds and work stoppages. The system issues are addressed with service requests to identify and improve processing times.

Results: The system issues are addressed with service requests to identify and improve processing times.



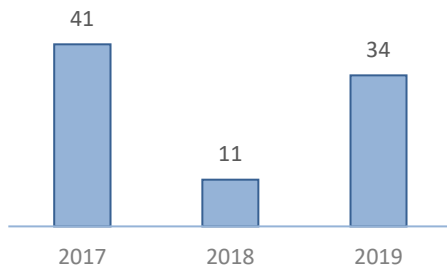
For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DOL's agency response to its most in need of improvement permit:

Most in Need of Improvement: Tow Truck permit

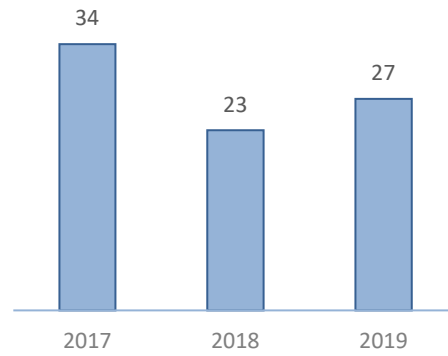
Agency Response

Target Problem/Opportunity: For 2019, the plate process system of record became part of our process compared to previous years where it was processed by our supporting agency's system. This process change was necessary to better service the licensees. However, there were system issues we had to work through that delayed licensing times.

Average Total
Processing Time (in
days)



Permit Count



Liquor and Cannabis Board (LCB)

LCB	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	37,674	43,346	44,597	43,911	43,834	16	16	17	17	17

Permit Types Reported:

- Banquet Permit
- Class 1 - Alcohol Permit
- Class 10 - International Trade Show permit
- Class 11 - Bed & Breakfast Permit
- Class 15 - Allowing students between 18-20 to taste but not consume alcohol
- Class 16 - Spa/Salon Permit
- Class 18 - Special Permit for Winery
- Class 19 - Special permit for Distilleries
- Class 2 - Alcohol Permit
- Class 20 - Special Permit for Breweries
- Class 4 - Serve Employee & Guest
- Class 5 - Alcohol Permit
- Class 6 - Alcohol Permit
- Class 8 - Trade Show permits
- Class 9 - Trade Show permit/donation for delegates
- Permit for private nonprofit auctions
- Raffle Permit

SPOTLIGHT PERMIT

SPA AND SALON PERMITS

Over the past five years, the number of Spa and Salon permits has increased. This permit allows a day spa or salon to offer one complimentary 6-ounce glass of wine or a 12-ounce glass of beer per customer so as long the service provided is at least one hour. To qualify for this permit, the salon or spa must offer at least three different services out of four defined in WAC 314-38-070. In 2015, our agency issued 14 Salon and Spa permits compared to over 350 permits issued in 2019.

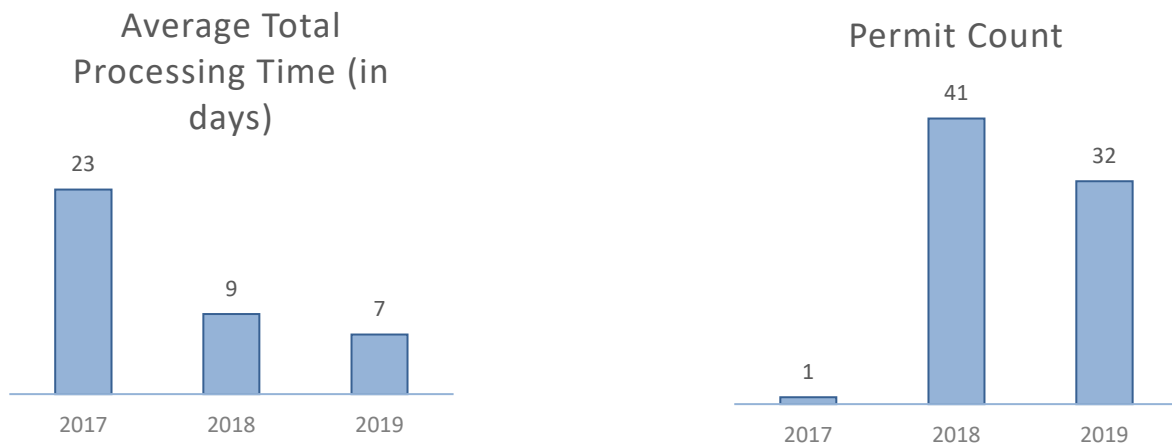
– LCB Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is LCB's agency response to its most improved permit:

Most Improved Permit: Class 11-Bed & Breakfast Permit

Agency Response

Target Problem/Opportunity: In 2017, we experienced challenges in tracking permit timelines due to system limitations. In 2018, we improved our tracking system to better understand our permit data by tracking specific data electronically, adding the ability to monitor permit applications and improving our reporting capabilities. Additionally, the Licensing Division reviews permit timelines on a quarterly basis to review processing times. Since improving our tracking system, we have consistently issued permits 99% of the time within our 15 day processing time goal.

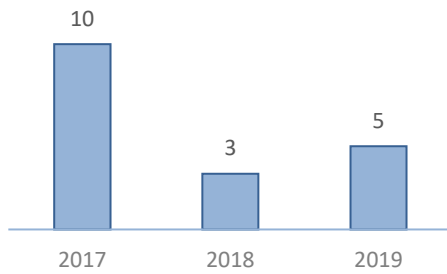


Most in Need of Improvement: Class 2 Alcohol Permit

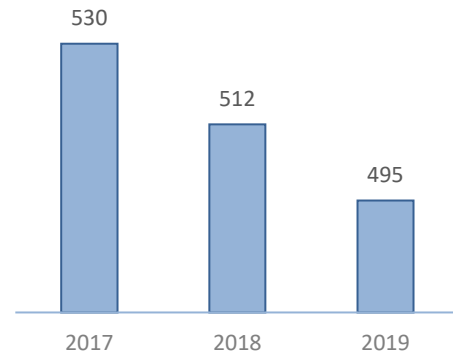
Agency Response

Target Problem/Opportunity: Our agency is undergoing a system modernization project to replace our legacy licensing and enforcement technology systems and updating our business processes and operations. Part of the modernization project includes improving the application process for all liquor permits. Our current technology system lacks the ability for customers to apply and pay permit fees online, as applicants are required to mail or email applications to our office with their check payment. The paper applications often require rework, data entry and added processing times. The future state of our permit application process includes automating the application and allowing applicants to apply directly online, to reduce data errors and decrease the processing time. We have received feedback from our applicants that they prefer to apply and pay for their permits online.

Average Total
Processing Time (in
days)



Permit Count



Department of Natural Resources (DNR)

DNR	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	6,920	5,754	5,706	6,579	4,134	13	13	13	13	13

Permit Types Reported:

- Burn Permit (Silvicultural Burning)
- Exploration Reclamation Permit
- Forest Practices Approval/Notification - Eastern Washington/ Class II
- Forest Practices Approval/Notification - Eastern Washington/ Class III
- Forest Practices Approval/Notification - Eastern Washington/ Class IV-General
- Forest Practices Approval/Notification - Eastern Washington/ Class IV-Special
- Forest Practices Approval/Notification - Western Washington/ Class II
- Forest Practices Approval/Notification - Western Washington/ Class III
- Forest Practices Approval/Notification - Western Washington/ Class IV-General
- Forest Practices Approval/Notification - Western Washington/ Class IV-Special
- Geothermal Drilling Permit
- Oil and Gas Drilling Permit
- Surface Mining Reclamation Permit

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DNR's agency response to its most improved permit:

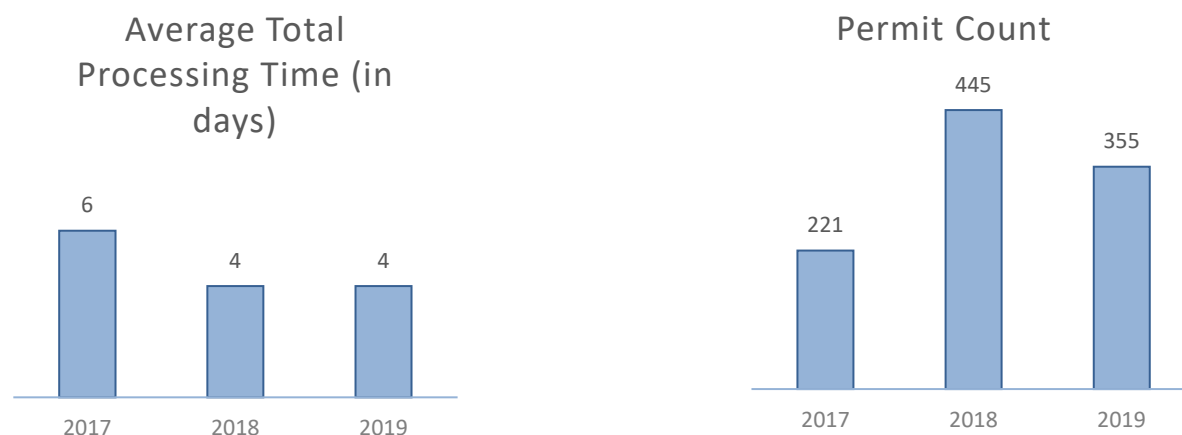
Most Improved Permit

Forest Practices Approval/Notification - Western Washington/ Class II

Agency Response

Target Problem/Opportunity: The efficiencies gained in the 2019 report for Western Washington Class II notifications reflect improved timeliness of data entry into the Forest Practices Activity Reporting System (FPARS) by Region staff. The workflow designed into forest practices application/notification forms (i.e. permits) is primarily designed to provide efficient decision processing and data collection by DNR. The same workflow also serves additional needs such as providing for protection of public resources and accommodating review and comment by the public and partners (WDFW, DAHP, ECY, tribes, and local government entities) who provide input to the

DNR decision processes that lead to approval or disapproval of the proposed forest practices activities.



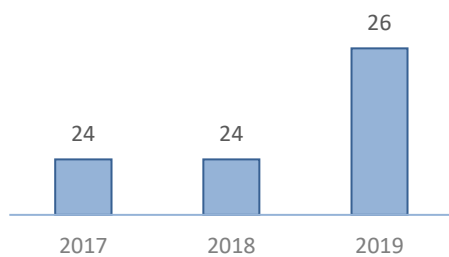
For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DNR's agency response to its most in need of improvement permit:

Most in Need of Improvement: Forest Practices Western Washington Class III

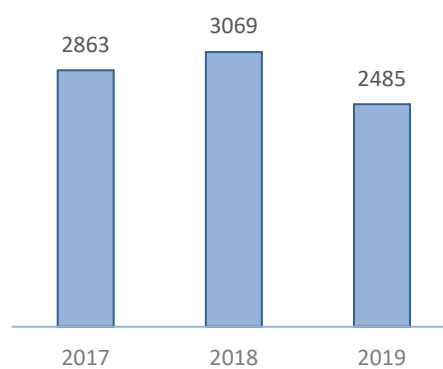
Agency Response

Target Problem/Opportunity: Forest Practices has already undertaken efforts to improve our processing time for all forest practices applications/notifications (i.e. permits) by finalizing and publishing for use by our Regions and applicants a standardized policy and procedure for determining application completeness and the date of receipt. These two factors further determine and influence the length and timing of other reviews that occur within the WAC-defined number of days for DNR to issue an approval or disapproval decision. Processing time for some type of permit have room for improvement, but it's important to understand that minimum WAC-specified review times will constrain how soon a decision issued for some types of forest practices permits thus the limiting the ability to improve in this area.

Average Total
Processing Time (in
days)



Permit Count



Washington State Parks and Recreation Committee (PARKS)

PARKS	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	163	176	172	235	213	2	2	2	2	2

Permit Types Reported:

- Commercial Use Permit
- Filming and Photography Permit

SPOTLIGHT PERMIT

[COMMERCIAL USE PERMIT](#)

Between 2016 and 2019, we also saw a 50% increase in Commercial Use applications. Many of these applicants are visiting parks that already have a large number of users. These users were showing up at the park only to find they might not be able to recreate in the way which they had planned. Some parks are seeing over usage and they needed a way to regulate visitation. One park I want to highlight is Columbia Hills in the Columbia River Gorge. This is a very popular site for rock climbing and permit applications increase every year for the activity. Over the years, the park has kept a calendar of which groups were visiting on which days to ensure everyone had time to climb. Since this site is also rich in cultural heritage, park staff wanted to make sure that their user groups were aware of this heritage and educate them on best practices. Staff developed an attestation page highlighting the cultural significance of the area, providing laws, user responsibilities and stewardship practices. This page had to be signed by each applicant in addition to the CUP application. I reached out to each applicant letting them know of the change and I was met with such support and appreciation for what we do at the park, I was blown away! All users at this location are so appreciative of this special site and their being allowed to use it, they are willing to help out in any way they can to ensure that this site remains open to everyone. Staff at that location also plans to create a cultural awareness training they will require of their user groups in the future. In my conversations with applicants about this, they loved the idea and were very supportive.

– PARKS Representative

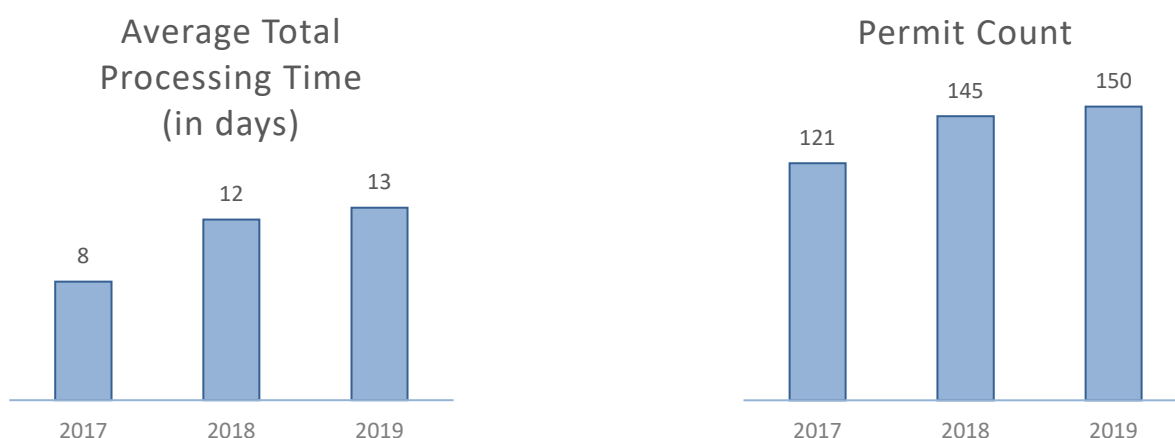
For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is PARK's agency response to its most improved permit type:

Most Improved: Commercial Use Permit

Agency Response

Target Problem/Opportunity: Running the permits through an environmental review is adding to the approval times since more eyes need to look them over. Also, due to increase in number of applications and park users, park staff also want to review applications to provide input on activities, additional instruction for the applicant, etc. Even though this increases approval time slightly, it ensures a smoother experience when the users visit the park and cuts down on staff needing to correct any actions that are not allowed.

Results: We feel our processes are working well and have no new improvement efforts at this time.



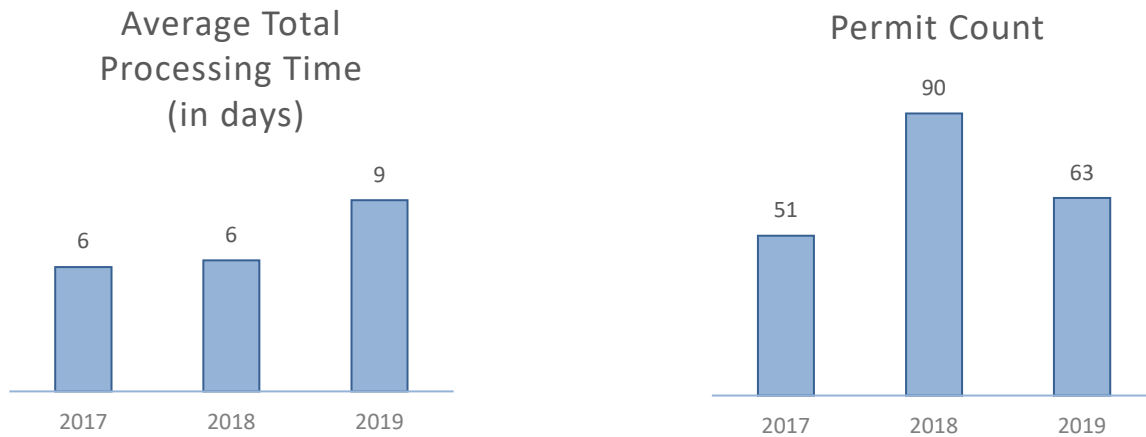
For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is PARK's agency response to its most in need of improvement permit:

Most in Need of Improvement: Filming and Photography Permit

Agency Response

Target Problem/Opportunity: We focused on this permit in the 2017 report as needing improvement. We were able to improve completion times because quicker accessibility online and even though our decision times increase by a week because of our review standards, we are still able to issue the permit in about a week.

Results: Going forward we feel the decision times are strong and will be monitoring the permit to see if there are any spikes in decision time and address those accordingly. But for now, we are confident that our improvement measures are reliable and sustaining.



Department of Revenue (DOR)

DOR	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	61,449	53,099	134,052	64,568	78,422	1	1	1	1	1

Permit Types Reported:

- Reseller Permit

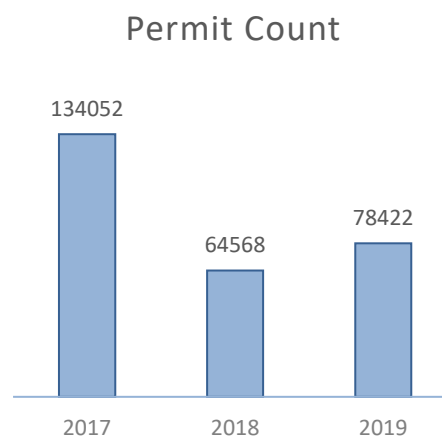
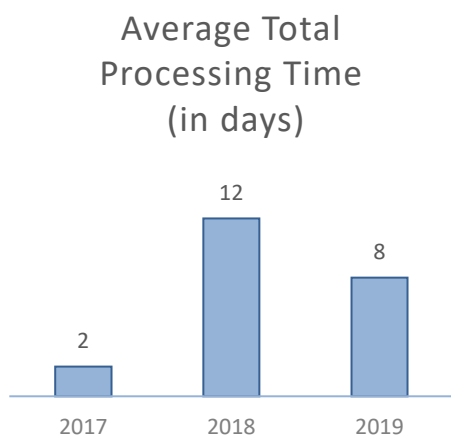
For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DOR's agency response to its most improved permit:

Most Improved: Reseller Permit

Agency Response

Target Problem/Opportunity: We increased the number of auto-issued permits. We also made the permit available online.

Results: We made the reseller permit available immediately after approval and the permit is now available online.



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement.

Most in Need of Improvement: Reseller Permit

Agency Response

Target Problem/Opportunity: Reseller permit is the only permit for our agency. There are not problems at this time.

Washington State Department of Transportation (DOT)

Permit Count						Permit Types				
DOT	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	140,214	212,986	168,581	171,385	176,064	20	20	20	20	20

Permit Types Reported:

- Access Connection Permit
- Building Move Permit
- Canadian Weights for SR 9 Heavy Haul Corridor
- Canadian Weights US 97 Heavy Haul Corridor
- Cell Tower Permit - Type F Access - Wireless Communication Site Access permit
- Double Trailer Monthly or Annual
- Empty Apple Bins and Hay Bales Permit
- Farm Implement Permit
- Log Tolerance Permit
- Manufactured Housing Permit Monthly or Annual
- Monthly Annual Fixed Load (3 or 4 axle)
- Monthly or Annual Non-Divisible Permit
- Oversize Overweight Load Permit
- Oversize Overweight Super Load Permit
- Sealed Container for SR 509 Heavy Haul Corridor
- Single Trailer Permit Monthly or Annual
- Temporary Additional Tonnage
- Temporary Fuel Use Permit
- Temporary License Permit
- Tow Truck Class B and C

SPOTLIGHT PERMIT

[ACCESS CONNECTION PERMIT](#)

The purpose of the Access Connection Permit is to allow vehicular access and connection points of ingress to and egress from the state highway system within unincorporated managed access areas that are under the jurisdiction of WSDOT.

The access classification of a highway determines the spacing between accesses (driveways, private streets, county roads). The RCW and WAC control the distance between driveways and how many accesses are allowed.

An Access Connection Permit is required from the WSDOT before constructing an access connection to a state highway. Along with the permit application, an applicant must also provide several other documents to include: site plan, proposed access location to include property lines, the closest distance of the intersections and accesses on both sides of the highway, and wetlands, land use restrictions, hydraulic water or stormwater plan, landscape plan, and traffic control plan.

The WSDOT provides Access (driveway) examples as a design guide for access connection. A pre-construction conference takes place before any construction within the state right of way can begin.

Permit approval is based on several factors, but centers around the safety of the public, applicant, and roadway at the requested access connection point. Construction must begin within 90 days of the effective date of the permit. Construction must be completed within 120 days of the issuance of the permit.

– DOT Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DOT's agency response to its most improved permit:

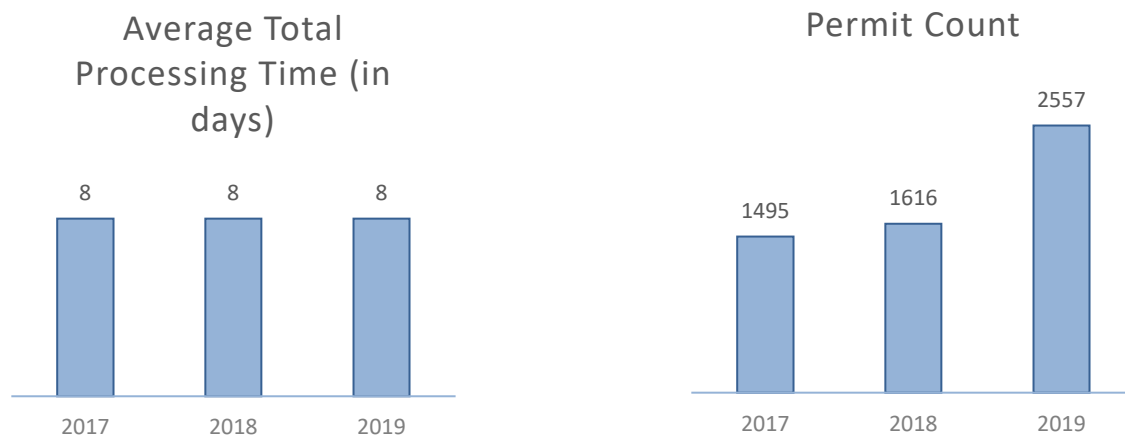
Most Improved: Oversize/Overweight Superload permit

Agency Response

Target Problem/Opportunity: Process for handling superload permits internally was placed in a web base program that allows for better tracking. We moved away from a manual process.

Results: Allows staff to keep better track of superloads that may be taking to long for review.

Lessons Learned: We will continue to improve this process for all of office issued permits.

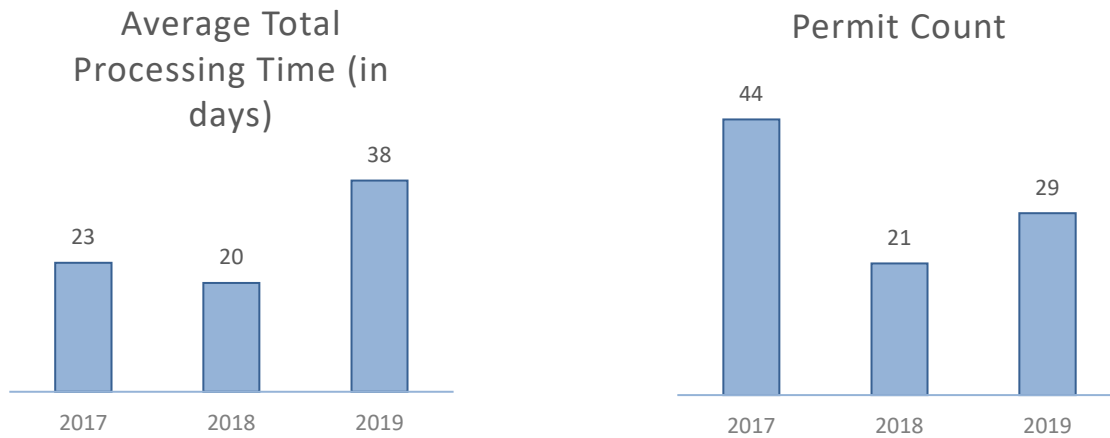


For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is DOT's agency response to its most in need of improvement permit:

Most in Need of Improvement: Access Connection Permit

Agency Response

Target Problem/Opportunity: We are currently working on updating this process to streamline and improve workflow.



Utilities & Transportation Commission (UTC)

UTC	Permit Count					Permit Types				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
	719	765	743	812	738	7	7	7	8	10

Permit Types Reported:

- Auto Transportation and Bus Certificate
 - Charter and Excursion Bus Certificate
 - Commercial Ferry Certificate
 - Common Carrier Permit/Freight Broker Permit
 - Community Solar**
 - Household Goods Carrier Permit
 - Private Non-Profit Bus Certificate
 - Railroad Contract Crew Carrier Permit*
 - Solid Waste Carrier Certificate
 - Telecommunications Registration**
- * new permit 2018
** new permit 2019

SPOTLIGHT PERMIT

HOUSEHOLD GOODS CARRIER PERMIT

The household goods permit is the most unique of the industries we regulate. The commission cares deeply about the household goods industry; especially because carriers enter people's homes and drive away with their personal goods. A household goods application is reviewed by several agency staff members prior to authorizing a permit. Licensing Services, Motor Carrier Safety, Consumer Protection and Compliance Investigations staff are involved in the application processing to ensure that household goods applicants are properly regulated, trained, and follow Commission rules as they begin their business.

– UTC Representative

For determining the permits most improved, all permits were sorted, greatest to smallest, by magnitude difference and by percentage difference for the current 2019 reporting year relative to the 2017 reporting year, which was the final year of the last reporting cycle. ORIA identified the most improved permit by calculating the percentage in change improved in the average processing time from 2017 to 2019. ORIA then discussed the most improved permit with the agency to justify the classification or to propose another permit that improved as its most improved based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is UTC's agency response to its most improved permit:

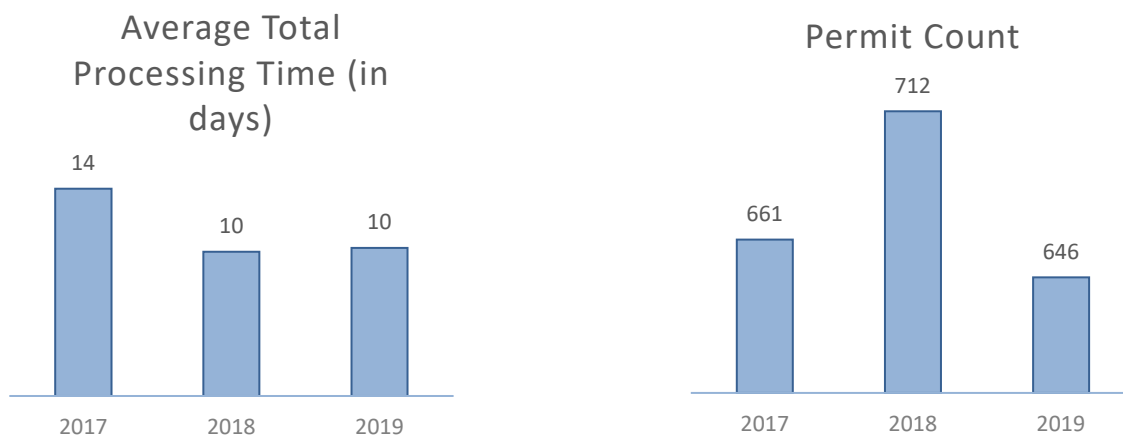
Most Improved: Common Carrier/Freight Broker Permit

Agency Response

Target Problem/Opportunity: The common carrier permit may not statistically be the most improved since the data remained the same from 2018. However, we have continued to focus on improving these applications since it is our highest volume (88%). The application is online, however, carriers had to print, fill out, and then scan/email, fax or mail the application for processing. Carriers were submitting handwritten incomplete/incorrect applications. The opportunity for 2019 was to create fillable forms with the ability to upload documents and pay online. The commission is currently reviewing electronic signatures as another opportunity to improve the overall processing time and reduce paper.

Results: In August 2019, we introduced fillable forms on our website for all applications related to common carriers and freight brokers, with a link to online payments. While some carriers still choose to mail or email their application, the majority of carriers and processing agents now use the fillable forms and electronic payment processing. Electronic signatures is a commission-wide effort that will take place in the next year or so.

Lessons Learned: Include all stakeholders impacted by the changes when discussing and implementing new processes.



For identifying permits most in need of improvement, ORIA sorted permits by agency and by magnitude difference. For each agency, the permit with the greatest increase in processing time (the highest negative number, meaning processing time increased for 2019 relative to 2017) was initially selected as the most in need of improvement. ORIA then discussed the most in need of improvement permit with the agency to justify the classification or to propose another permit based on justification that the average processing time comparison is not sufficiently strong (e.g., too few permits/data, bias in the data, not enough statistical significance, etc.). The following is UTC's agency response to its most in need of improvement permit:

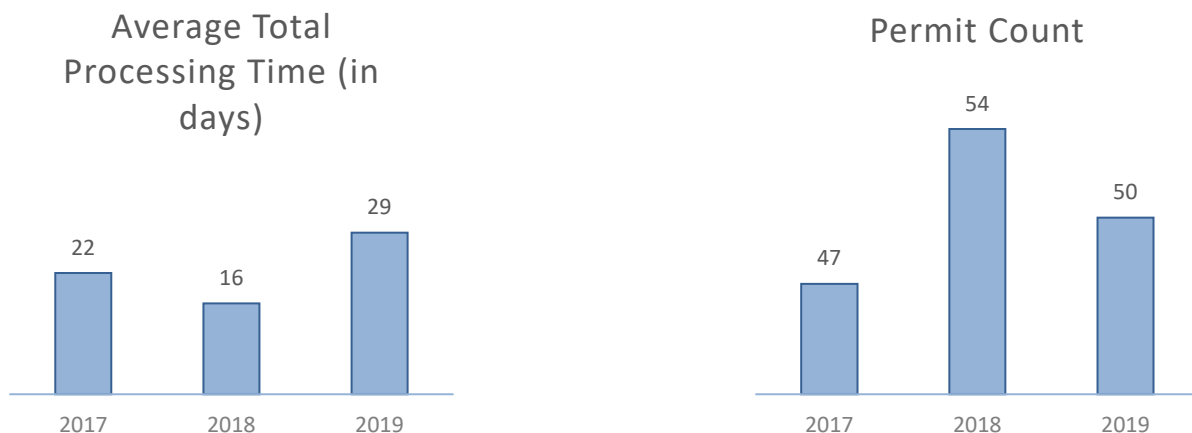
Most in Need of Improvement: Household Goods Carrier Permit

Agency Response

Target Problem/Opportunity: The household goods permit may not statistically need the most improvement, however, it is our next highest volume of permits. In the past, the carriers received their provisional permit without attending commission-sponsored training. They would not receive permanent authority until they took the training, among other requirements. Early in 2019, in an effort to improve vehicle/driver safety and consumer protections in this industry, we required applicant carriers to attend training prior to receiving authority. This has delayed the overall permitting time, however, we believe it is an essential consumer protection. There are similar issues with the applications as the common carrier applications. Although the application is online, carriers have to print, fill out, and then scan/email, fax or mail the application for processing. Carriers often submit handwritten incomplete/incorrect applications. The opportunity for 2020 is to create fillable forms with the ability to upload documents and pay online. The commission is currently reviewing electronic signatures as another opportunity to improve the overall processing time and reduce paper.

Results: We are reviewing drafts of the fillable forms for household applications and expect the applications to be in place first quarter 2020. We will move on to creating fillable forms for each of the industry applications throughout the year.

Lessons Learned: Include all stakeholders impacted by the changes when discussing and implementing new processes.



Individual Agency Reports

Appendix A and B contain the following for the period between Jan. 1, 2018, and Dec. 31, 2019:

- [Appendix A](#) and [Appendix B](#) contain data as reported by individual agencies for 2018 and 2019, respectively. The first table shows permits tracked by the agency, including the inventoried permits and whether processing times were measured and published. The second table shows permit performance data, including the inventoried permits, permit counts, and performance data. The performance data includes the average and maximum application completion times, average and maximum permit decision times, and the average and maximum total processing times.

Agencies had varying abilities to track and report information as seen in the following tables. In some cases, an agency did not measure processing time because no applications were received during the implementation period. In addition, after this report is published agencies may request updates to their data. If this occurs, ORIA will update the [ORIA Central Repository](#) hosted on [data.wa.gov](#), [to reflect the request](#).

Due to rounding, some totals may not correspond to the sum of the separate figures.

Appendix A: 2018 Performance data by individual agency

Agriculture

<http://agr.wa.gov/fp/forms/formsbyalpha.aspx>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Collective Experimental Pesticide Use Permit	Yes	Yes
Cottage Food Operations Permit - New and Renewal	Yes	Yes
Equine Certificate Of Veterinary Inspection and Interstate Movement Permit	Yes	Yes
Equine Semen/Embryo Import Permit	Yes	Yes
Experimental Pesticides Use Permit - Aquatic Sites	No*	Yes
Experimental Pesticides Use Permit - Terrestrial Sites	Yes	Yes
Feeding and Grazing Permit (Pasture to Pasture)	Yes	Yes
Permit to Import	Yes	Yes
Plant Sale Permit	Yes	Yes
Seed Labeling Permit	Yes	Yes
Special Poultry Permit	Yes	Yes
Special Sale Permit	Yes	Yes
Total	11	12

Time period: Jan. 1, 2018 – Dec. 31, 2018

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Collective Experimental Pesticide Use Permit	1	1.0	1	1.0	1	2
Cottage Food Operations Permit - New and Renewal	89	5.6	36	44.4	124	50
Equine Certificate Of Veterinary Inspection and Interstate Movement Permit	3,461	1.0	1	1.0	1	2
Equine Semen/Embryo Import Permit	4	1.0	1	1.0	1	2
Experimental Pesticides Use Permit - Aquatic Sites	0	No applications received in 2018				
Experimental Pesticides Use Permit - Terrestrial Sites	16	5.0	28	2.0	20	7

Feeding and Grazing Permit (Pasture to Pasture)	117	1.4	63	1.0	1	2.4
Permit to Import	7,680	1.0	1	1.0	1	2
Plant Sale Permit	93	14.5	83	1.1	5	15.6
Seed Labeling Permit	90	18.0	40	1.0	1	19
Special Poultry Permit	14	1.0	1	34.0	88	35
Special Sale Permit	69	5.1	18	2.0	14	7.1
Total	11,634					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Archaeology & Historic Preservation

<https://dahp.wa.gov/archaeology/archaeological-permitting>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Archaeological Site Alteration and Excavation Permit	Yes	Yes
Total	1	1

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Archaeological Site Alteration and Excavation Permit	70	18.3	169	43.7	88	62
Total	70					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Ecology

<http://www.ecy.wa.gov/permit.html>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
401 Water Quality Certification	Yes	Yes
Air Operating Permit	Yes	Yes
Air Quality Notice of Construction (NOC) Permit	Yes	Yes
Baled Agricultural Residue Interim Spot Burn Permit	Yes	Yes
Biosolids Management Permit	Yes	Yes
Burn Permit - Agricultural Field	Yes	Yes
Burn Permit - Agricultural Pile	Yes	Yes
Burn Permit - Land Clearing	Yes	Yes
Burn Permit – Special	Yes	Yes
Burn Permit - Spot Burn Permit	Yes	Yes
Concentrated Animal Feeding Operation General Permit	Yes	Yes
Dam Construction Permit	Yes	Yes
Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B)	Yes	Yes
Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A)	No*	Yes
General Order of Approval for Asphalt Plants	No**	Yes
General Order of Approval for Auto Body Shops	No**	Yes
General Order of Approval for Concrete Batch Plants	No**	Yes
General Order of Approval for Dairy Manure Anaerobic Digesters	No**	Yes
General Order of Approval for Gas Fired Emergency Electrical Generators	No**	Yes
General Order of Approval for Perchloroethylene Dry Cleaners	No**	Yes
General Order of Approval for Small Boilers Using Natural Gas/ Propane/ or Diesel Fuel	No**	Yes
General Order of Approval for Stationary or Portable Rock Crushers	No**	Yes
Industrial NPDES Individual Permit	No*	Yes
NPDES Aquatic Mosquito Control Permit	No*	Yes
NPDES Aquatic Plant and Algae Management Permit	Yes	Yes
NPDES Boatyard General Permit	Yes	Yes
NPDES Construction Stormwater General Permit	Yes	Yes
NPDES Fresh Fruit Packing General Permit	Yes	Yes
NPDES Industrial Stormwater General Permit Coverage	Yes	Yes
NPDES Irrigation System Aquatic Weed Control General Permit	No*	Yes
NPDES Sand & Gravel General Permit for Non-Portable Facilities	No***	Yes
NPDES Sand & Gravel General Permit for Portable Facilities	Yes***	Yes
NPDES Upland Fin-Fish Hatching and Rearing General Permit	Yes	Yes

NPDES Water Treatment Plant General Permit	Yes	Yes
Permit to Burn Flood and Storm Debris	Yes	Yes
Prevention of Significant Deterioration (PSD) Air Quality Permit	Yes	Yes
Reservoir Permit	Yes	Yes
State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application	No*	Yes
State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW)	No*	Yes
Water Right Change	Yes	Yes
Water Right New	Yes	Yes
Total	27	41

Time period: Jan. 1, 2018 – Dec. 31, 2018

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

** The "General Order Permits" are not tracked individually so the results are combined under "General Order of Approval for Asphalt Plants."

*** NPDES Sand & Gravel General Permit for both portable and nonportable are not distinguishable in Ecology's tracking database.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
401 Water Quality Certification	46	114.0	362	39.0	171	153
Air Operating Permit	4	394.0	965	832.0	1,192	1,226
Air Quality Notice of Construction (NOC) Permit	48	133.0	778	58.0	380	191
Baled Agricultural Residue Interim Spot Burn Permit	15	1.0	3	1.0	1	2
Biosolids Management Permit	13	669.6	1,058	86.2	875	755.8
Burn Permit - Agricultural Field	400	1.0	7	1.0	15	2
Burn Permit - Agricultural Pile	270	1.0	12	1.0	8	2
Burn Permit - Land Clearing	65	1.5	10	1.0	3	2.5
Burn Permit - Special	131	2.0	30	1.0	1	3
Burn Permit - Spot Burn Permit	174	1.0	7	1.0	6	2
Concentrated Animal Feeding Operation General Permit	3	1.0	1	47.0	62	48
Dam Construction Permit	4	187.0	660	517.0	847	704
Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B)	9	149.0	462	24.0	134	173
Dangerous Waste Treatment Storage	0	No applications received in 2018				

Disposal Facility - New Permit (Part A)						
General Order of Approval for Asphalt Plants	10	50.0	277	22.0	33	72
General Order of Approval for Auto Body Shops	The "General Order Permits" are not tracked individually so the results are combined under "General Order of Approval for Asphalt Plants"					
General Order of Approval for Concrete Batch Plants						
General Order of Approval for Dairy Manure Anaerobic Digesters						
General Order of Approval for Gas Fired Emergency Electrical Generators						
General Order of Approval for Perchloroethylene Dry Cleaners						
General Order of Approval for Small Boilers Using Natural Gas/ Propane/ or Diesel Fuel						
General Order of Approval for Stationary or Portable Rock Crushers						
Industrial NPDES Individual Permit	0	No applications received in 2018				
NPDES Aquatic Mosquito Control Permit	0	No applications received in 2018				
NPDES Aquatic Plant and Algae Management Permit	13	1.0	1	41.0	67	42
NPDES Boatyard General Permit	1	1.0	1	1.0	1	2
NPDES Construction Stormwater General Permit	988	45.6	832	12.9	585	58.46
NPDES Fresh Fruit Packing General Permit	2	206.5	298	1.0	1	207.5
NPDES Industrial Stormwater General Permit Coverage	53	42.7	551	53.9	1,298	96.59
NPDES Irrigation System Aquatic Weed Control General Permit	0	No applications received in 2018				
NPDES Sand & Gravel General Permit for Non-Portable Facilities	0	NPDES Sand & Gravel General Permit for both portable and nonportable are not distinguishable in Ecology's tracking database so the results are combined under "NPDES Sand & Gravel Permit for Portable Facilities"				
NPDES Sand & Gravel General Permit for Portable Facilities	11	66.4	230	37.1	218	103.45
NPDES Upland Fin-Fish Hatching and Rearing General Permit	1	577.0	577	1.0	1	578
NPDES Water Treatment Plant General Permit	1	110.0	110	30.0	30	140

Permit to Burn Flood and Storm Debris	1	1.0	1	1.0	1	2
Prevention of Significant Deterioration (PSD) Air Quality Permit	2	68.0	111	104.0	127	172
Reservoir Permit	1	44.0	44	1,125.0	1,125	1,169
State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application	0	No applications received in 2018				
State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW)	0	No applications received in 2018				
Water Right Change	131	17.0	171	407.0	7,397	424
Water Right/ New	119	25.0	2,178	1,462.0	9,947	1,487
Total	2,516					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Fish & Wildlife

<http://wdfw.wa.gov/licensing/>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Fish Stocking Application Permit - (Finfish)	Yes	Yes
Fish Transport Application Permit - (Finfish)	Yes	Yes
Hydraulic Project Approval	Yes	Yes
Scientific Collection Permit (SCPs)	Yes	Yes
Shellfish Import Application Permit - (Shellfish - Import Permit)	Yes	Yes
Shellfish Transfer Application Permit - (Shellfish)	Yes	Yes
Total	6	6

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Fish Stocking Application Permit - (Finfish)	205	7.6	44.2	20.5	51.2	28.1
Fish Transport Application Permit - (Finfish)	280	18.3	46	3.0	7	21.3
Hydraulic Project Approval	2,043	11.6	855	21.8	1,264	33.4
Scientific Collection Permit (SCPs)	379	6.5	143	31.5	102	38
Shellfish Import Application Permit - (Shellfish - Import Permit)	46	1.0	1	30.0	60	31
Shellfish Transfer Application Permit - (Shellfish)	125	1.0	1	30.0	60	31
Total	3,078					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Gambling Commission

<https://www.wsgc.wa.gov/licensing>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Manufacturer of Gambling Equipment/Paraphernalia Special Sales Permit*	No*	Yes
Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair	Yes	Yes
Permit for Persons to Operate Bingo Games Only During and Upon the Site of Bona Fide Agricultural Fairs (Commercial Business)*	No*	Yes
Punch Board / Pull-Tab Service Business Permit	Yes	Yes
Recreational Gaming Activity Permit (Commercial Business)*	No*	Yes
Recreational Gaming Activity Permit (Nonprofit)	Yes	Yes
Total	3	6

Time period: Jan. 1, 2018 – Dec. 31, 2018

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Manufacturer of Gambling Equipment/Paraphernalia Special Sales Permit	0	No applications received in 2018				
Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair	2	3.0	9	8.0	9	11
Permit for Persons to Operate Bingo Games Only During and Upon the Site of Bona Fide Agricultural Fairs (Commercial Business)	0	No applications received in 2018				
Punch Board / Pull-Tab Service Business Permit	1	63.0	63	1.0	1	64
Recreational Gaming Activity Permit (Commercial Business)	0	No applications received in 2018				
Recreational Gaming Activity Permit (Nonprofit)	11	3.3	10	1.0	13	4.3
Total	14					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.

2. Excluding applications that were withdrawn or never completed.

3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.

4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Health

<http://www.doh.wa.gov/LicensesPermitsandCertificates>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Drinking Water Operating Permit	Yes	Yes
Large On-Site Sewage System Operating Permit	Yes	Yes
Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility	Yes	Yes
Radioactive Air Emission License to Operate New Facility	Yes	Yes
Recreational Water Contact Facility Construction Permit*	No*	Yes
Recreational Water Contact Facility Operating Permit*	No*	Yes
Shellfish Export Certificate	Yes	Yes
Shellfish Operation License	Yes	Yes
Tribal Bait Harvest Site Certificate and Bait Harvest Permit	Yes	Yes
Water Recreation Facility Construction Permit	Yes	Yes
Water Recreation Facility Operating Permit	Yes	Yes
Water System Construction and Operation Approval*	No*	Yes
Waterworks Operator Certification	No**	Yes
Total	9	13

Time period: Jan. 1, 2018 – Dec. 31, 2018

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

** No data reported

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Drinking Water Operating Permit	4,357	1.0	1	1.0	1	2
Large On-Site Sewage System Operating Permit	571	5.0	27	14.0	43	19
Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility	6	42.0	133	67.0	91	109
Radioactive Air Emission License to Operate New Facility	4	70.0	189	93.0	152	163
Recreational Water Contact Facility Construction Permit	0	No applications received in 2018				

Recreational Water Contact Facility Operating Permit	0	No applications received in 2018				
Shellfish Export Certificate	2,858	1.0	1	1.0	1	2
Shellfish Operation License	283	1.0	1	7.0	41	8
Tribal Bait Harvest Site Certificate and Bait Harvest Permit	4	1.0	1	7.0	7	8
Water Recreation Facility Construction Permit	30	46.2	155	1.9	14	48.1
Water Recreation Facility Operating Permit	40	5.2	12	1.0	1	6.19
Water System Construction and Operation Approval	0	No applications received in 2018				
Waterworks Operator Certification	836	3.0	5	Data not reported		
Total	8,989					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Labor & Industries

<https://lni.wa.gov/licensing-permits/>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Amusement Ride or Structure Operating Permit	Yes	Yes
Boiler/Pressure Vessel Installation or Reinstallation Permit	Yes	Yes
Construction Elevator Installation (Hoist) Permit	Yes	Yes
Electrical Work Permit	Yes	Yes
Elevator Installation Permit (new/ renewal and alterations)	Yes	Yes
Elevator Installation Variance Permit	Yes	Yes
Factory Assembled Structure Permit	Yes	Yes
Minor Work Permit	Yes	Yes
Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters"	Yes	Yes
Rental Boiler Operating Permit	Yes	Yes
Total	10	10

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Amusement Ride or Structure Operating Permit	1,906	1.0	31	1.0	284	2
Boiler/Pressure Vessel Installation or Reinstallation Permit	2,514	1.0	1	1.0	1	2
Construction Elevator Installation (Hoist) Permit	77	2.0	30	10.0	34	12
Electrical Work Permit	158,403	1.0	1	1.0	1	2
Elevator Installation Permit (new/ renewal and alterations)	3,293	2.0	34	10.0	108	12
Elevator Installation Variance Permit	46	1.0	64	23.0	143	24
Factory Assembled Structure Permit	11,352	1.0	1	1.0	1	2
Minor Work Permit	39,536	1.0	1	1.0	1	2
Permit to Operate Radio Signal System in	17	1.0	9	1.0	9	2

Designated Area "Talkie-Tooters"						
Rental Boiler Operating Permit	12	1.0	1	1.0	1	2
Total	217,156					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Licensing

<http://www.dol.wa.gov/listoflicenses.html>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Cremated Remains Disposition	Yes	Yes
Crematory	Yes	Yes
Taxi (Vehicle for Hire)	Yes	Yes
Tow Truck	Yes	Yes
Total	4	4

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Cremated Remains Disposition	42	1.6	5	1.0	3	2.6
Crematory	26	1.0	3	1.0	1	2
Taxi (Vehicle for Hire)	293	8.9	154	1.0	1	9.9
Tow Truck	23	9.5	32	1.0	1	10.5
Total	384					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Liquor & Cannabis Board

<https://lcb.wa.gov/licensing/licensing-services>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Banquet Permit	Yes	Yes
Class 1 - Alcohol Permit	Yes	Yes
Class 10 - International Trade Show permit	Yes	Yes
Class 11 - Bed & Breakfast Permit	Yes	Yes
Class 15 - Allowing students between 18-20 to taste but not consume alcohol.	Yes	Yes
Class 16 - Spa/Salon Permit	Yes	Yes
Class 18 - Special Permit for Winery	Yes	Yes
Class 19 - Special permit for Distilleries	Yes	Yes
Class 2 - Alcohol Permit	Yes	Yes
Class 20 - Special Permit for Breweries	Yes	Yes
Class 4 - Serve Employee & Guest	Yes	Yes
Class 5 - Alcohol Permit	Yes	Yes
Class 6 - Alcohol Permit	Yes	Yes
Class 8 - Trade Show permits	Yes	Yes
Class 9 - Trade Show permit/donation for delegates.	Yes	Yes
Permit for private nonprofit auctions	Yes	Yes
Raffle Permit	Yes	Yes
Total	17	17

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Banquet Permit	42,047	1.0	1	1.0	1	2
Class 1 - Alcohol Permit	39	2.0	5	2.4	10	4.4
Class 10 - International Trade Show permit	1	4.0	5	7.0	7	11
Class 11 - Bed & Breakfast Permit	41	4.0	7	5.0	63	9
Class 15 - Allowing students between 18-20 to taste but not consume alcohol.	5	5.0	5	4.8	8	9.8

Class 16 - Spa/Salon Permit	246	2.0	5	2.9	20	4.9
Class 18 - Special Permit for Winery	174	2.0	5	4.4	46	6.4
Class 19 - Special permit for Distilleries	7	2.0	5	7.6	27	9.6
Class 2 - Alcohol Permit	512	2.0	5	1.0	11	3
Class 20 - Special Permit for Breweries	7	2.0	5	2.9	5	4.9
Class 4 - Serve Employee & Guest	146	3.0	7	2.7	27	5.7
Class 5 - Alcohol Permit	273	2.0	5	1.0	16	3
Class 6 - Alcohol Permit	19	2.0	5	2.6	11	4.6
Class 8 - Trade Show permits	115	4.0	5	5.4	11	9.4
Class 9 - Trade Show permit/donation for delegates.	3	4.0	5	18.3	25	22.3
Permit for private nonprofit auctions	2	5.0	7	7.5	11	12.5
Raffle Permit	274	3.0	5	2.4	13	5.4
Total	43,911					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Natural Resources

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

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Burn Permit (Silvicultural Burning)	No**	Yes
Exploration Reclamation Permit	No*	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class II	Yes	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class III	Yes	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class IV-General	Yes	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class IV-Special	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class II	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class III	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class IV-General	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class IV-Special	Yes	Yes
Geothermal Drilling Permit	Yes	Yes
Oil and Gas Drilling Permit	No*	Yes
Surface Mining Reclamation Permit	Yes	Yes
Total	10	13

Time period: Jan. 1, 2018 – Dec. 31, 2018

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

** No data reported

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Burn Permit (Silvicultural Burning)	1,720	No data reported				
Exploration Reclamation Permit	0	No applications received in 2018				
Forest Practices Approval/Notification - Eastern Washington/ Class II	167	1.0*	2*	4.0*	11*	5
Forest Practices Approval/Notification - Eastern Washington/ Class III	931	1.0*	2*	20.0*	57*	21

Forest Practices Approval/Notification - Eastern Washington/ Class IV-General	11	1.0*	2*	17.0*	29*	18
Forest Practices Approval/Notification - Eastern Washington/ Class IV-Special	7	1.0*	2*	26.0*	29*	27
Forest Practices Approval/Notification - Western Washington/ Class II	445	1.0*	2*	3.0*	30*	4
Forest Practices Approval/Notification - Western Washington/ Class III	3,069	1.0*	2*	23.0*	60*	24
Forest Practices Approval/Notification - Western Washington/ Class IV-General	126	1.0*	2*	21.0*	30*	22
Forest Practices Approval/Notification - Western Washington/ Class IV-Special	64	1.0*	2*	27.0*	32*	28
Geothermal Drilling Permit	1	1.0	1	60.0	60	61
Oil and Gas Drilling Permit	0	No applications received in 2018				
Surface Mining Reclamation Permit	38	37.7	1,018	342.0	1,241	379.7
Total	6,579					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. * Did not exclude the 5 percent that took the shortest and the percent that took the longest.
3. Excluding applications that were withdrawn or never completed.
4. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
5. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Parks & Recreation Commission

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

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Commercial Use Permit	Yes	Yes
Filming and Photography Permit	Yes	Yes
Total	2	2

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Commercial Use Permit	145	3.4	150	8.8	96	12.2
Filming and Photography Permit	90	3.7	32	2.2	20	5.9
Total	235					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Revenue

<http://dor.wa.gov/Content/Home/Default.aspx>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Reseller Permit	Yes	Yes
Total	1	1

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Reseller Permit	64,568	1.0	33	11.0	65	12
Total	64,568					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Transportation

<http://www.wsdot.wa.gov/business/>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Access Connection Permit	Yes	Yes
Building Move Permit	Yes	Yes
Canadian Weights for SR 9 Heavy Haul Corridor	Yes	Yes
Canadian Weights US 97 Heavy Haul Corridor	Yes	Yes
Cell Tower Permit - Type F Access - Wireless Communication Site Access permit	No*	Yes
Double Trailer Monthly or Annual	Yes	Yes
Empty Apple Bins and Hay Bales Permit	Yes	Yes
Farm Implement Permit	Yes	Yes
Log Tolerance Permit	Yes	Yes
Manufactured Housing Permit Monthly or Annual	Yes	Yes
Monthly Annual Fixed Load (3 or 4 axle)	Yes	Yes
Monthly or Annual Non-Divisible Permit	Yes	Yes
Oversize Overweight Load Permit	Yes	Yes
Oversize Overweight Super Load Permit	Yes	Yes
Sealed Container for SR 509 Heavy Haul Corridor	Yes	Yes
Single Trailer Permit Monthly or Annual	Yes	Yes
Temporary Additional Tonnage	Yes	Yes
Temporary Fuel Use Permit	Yes	Yes
Temporary License Permit	Yes	Yes
Tow Truck Class B and C	Yes	Yes
Total	19	20

Time period: Jan. 1, 2018 – Dec. 31, 2018

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Access Connection Permit	21	15.3	67	4.3	22	19.6
Building Move Permit	3	1.0	1	14.0	42	15
Canadian Weights for SR 9 Heavy Haul Corridor	365	1.0	1	1.0	1	2
Canadian Weights US 97 Heavy Haul Corridor	185	1.0	1	1.0	1	2

Cell Tower Permit - Type						
F Access - Wireless	0					
Communication Site						
Access permit						
Double Trailer Monthly or Annual	12,626	1.0	1	1.0	1	2
Empty Apple Bins and Hay Bales Permit	1,143	1.0	1	1.0	1	2
Farm Implement Permit	462	1.0	1	1.0	1	2
Log Tolerance Permit	172	1.0	1	1.0	1	2
Manufactured Housing Permit Monthly or Annual	691	1.0	1	1.0	1	2
Monthly Annual Fixed Load (3 or 4 axle)	4,152	1.0	1	1.0	1	2
Monthly or Annual Non-Divisible Permit	17,664	1.0	1	1.0	1	2
Oversize Overweight Load Permit	106,536	1.0	1	1.0	1	2
Oversize Overweight Super Load Permit	1,616	1.0	1	7.0	22	8
Sealed Container for SR 509 Heavy Haul Corridor	31	1.0	1	1.0	1	2
Single Trailer Permit Monthly or Annual	2,689	1.0	1	1.0	1	2
Temporary Additional Tonnage	1,086	1.0	1	1.0	1	2
Temporary Fuel Use Permit	7,457	1.0	1	1.0	1	2
Temporary License Permit	14,290	1.0	1	1.0	1	2
Tow Truck Class B and C	196	1.0	1	1.0	1	2
Total	171,385					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Utilities & Transportation Commission

<http://www.utc.wa.gov/regulatedIndustries/transportation/Pages/default.aspx>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Auto Transportation and Bus Certificate	Yes	Yes
Charter and Excursion Bus Certificate	Yes	Yes
Commercial Ferry Certificate	Yes	Yes
Common Carrier Permit/Freight Broker Permit	Yes	Yes
Household Goods Carrier Permit	Yes	Yes
Private Non-Profit Bus Certificate	Yes	Yes
Railroad Contract Crew Carrier Permit	Yes	Yes
Solid Waste Carrier Certificate	Yes	Yes
Total	8	8

Time period: Jan. 1, 2018 – Dec. 31, 2018

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Auto Transportation and Bus Certificate	2	28.5	42	38.5	44	67
Charter and Excursion Bus Certificate	34	27.3	108	11.2	121	38.5
Commercial Ferry Certificate	1	50.0	50	1.0	1	51
Common Carrier Permit/Freight Broker Permit	712	8.7	190	1.0	43	9.7
Household Goods Carrier Permit	54	15.4	68	1.0	7	16.4
Private Non-Profit Bus Certificate	3	31.3	56	12.0	34	43.3
Railroad Contract Crew Carrier Permit	3	66.3	154	129.3	198	195.7
Solid Waste Carrier Certificate	3	23.7	44	1.0	1	24.7
Total	812					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Appendix B: 2019 Performance data by individual agency

Agriculture

<http://agr.wa.gov/fp/forms/formsbyalpha.aspx>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Collective Experimental Pesticide Use Permit	Yes	Yes
Cottage Food Operations Permit - New and Renewal	Yes	Yes
Equine Certificate Of Veterinary Inspection and Interstate Movement Permit	Yes	Yes
Equine Semen/Embryo Import Permit	Yes	Yes
Experimental Pesticides Use Permit - Aquatic Sites	No*	Yes
Experimental Pesticides Use Permit - Terrestrial Sites	Yes	Yes
Feeding and Grazing Permit (Pasture to Pasture)	Yes	Yes
Permit to Import	Yes	Yes
Plant Sale Permit	Yes	Yes
Seed Labeling Permit	Yes	Yes
Special Poultry Permit	Yes	Yes
Special Sale Permit	Yes	Yes
Total	11	12

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Collective Experimental Pesticide Use Permit	4	1.0	1	3.0	7	4
Cottage Food Operations Permit - New and Renewal	127	5.0	16	31.0	125	36
Equine Certificate Of Veterinary Inspection and Interstate Movement Permit	2,835	1.0	1	1.0	1	2
Equine Semen/Embryo Import Permit	10	1.0	1	1.0	1	2

Experimental Pesticides Use Permit - Aquatic Sites	0	No applications received in 2019				
Experimental Pesticides Use Permit - Terrestrial Sites	18	10.0	34	2.0	12	12
Feeding and Grazing Permit (Pasture to Pasture)	129	3.3	4	1.0	1	4.35
Permit to Import	7,706	1.0	1	1.0	1	2
Plant Sale Permit	97	4.3	44	2.0	7	6.3
Seed Labeling Permit	183	11.0	59	1.0	22	12
Special Poultry Permit	18	2.0	10	46.0	196	48
Special Sale Permit	85	1.7	7	6.6	30	8.3
Total	11,212					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Archaeology & Historic Preservation

<https://dahp.wa.gov/archaeology/archaeological-permitting>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Archaeological Site Alteration and Excavation Permit	Yes	Yes
Total	1	1

Time period: Jan. 1, 2019 – Dec. 31, 2019

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Archaeological Site Alteration and Excavation Permit	61	15.4	98	37.7	69	53.1
Total	61					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Ecology

<http://www.ecy.wa.gov/permit.html>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
401 Water Quality Certification	Yes	Yes
Air Operating Permit	Yes	Yes
Air Quality Notice of Construction (NOC) Permit	Yes	Yes
Baled Agricultural Residue Interim Spot Burn Permit	Yes	Yes
Biosolids Management Permit	Yes	Yes
Burn Permit - Agricultural Field	Yes	Yes
Burn Permit - Agricultural Pile	Yes	Yes
Burn Permit - Land Clearing	Yes	Yes
Burn Permit - Special	Yes	Yes
Burn Permit - Spot Burn Permit	Yes	Yes
Concentrated Animal Feeding Operation General Permit	No*	Yes
Dam Construction Permit	Yes	Yes
Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B)	Yes	Yes
Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A)	No*	Yes
General Order of Approval for Asphalt Plants	No**	Yes
General Order of Approval for Auto Body Shops	No**	Yes
General Order of Approval for Concrete Batch Plants	No**	Yes
General Order of Approval for Dairy Manure Anaerobic Digesters	No**	Yes
General Order of Approval for Gas Fired Emergency Electrical Generators	No**	Yes
General Order of Approval for Perchloroethylene Dry Cleaners	No**	Yes
General Order of Approval for Small Boilers Using Natural Gas/ Propane/ or Diesel Fuel	No**	Yes
General Order of Approval for Stationary or Portable Rock Crushers	No**	Yes
Industrial NPDES Individual Permit	No*	Yes
NPDES Aquatic Mosquito Control Permit	Yes	Yes
NPDES Aquatic Plant and Algae Management Permit	Yes	Yes
NPDES Boatyard General Permit	Yes	Yes
NPDES Construction Stormwater General Permit	Yes	Yes
NPDES Fresh Fruit Packing General Permit	Yes	Yes
NPDES Industrial Stormwater General Permit Coverage	Yes	Yes
NPDES Irrigation System Aquatic Weed Control General Permit	No*	Yes

NPDES Sand & Gravel General Permit for Non-Portable Facilities	No***	Yes
NPDES Sand & Gravel General Permit for Portable Facilities	Yes***	Yes
NPDES Upland Fin-Fish Hatching and Rearing General Permit	No*	Yes
NPDES Water Treatment Plant General Permit	No*	Yes
Permit to Burn Flood and Storm Debris	Yes	Yes
Prevention of Significant Deterioration (PSD) Air Quality Permit	Yes	Yes
Reclaimed water individual permits	No*	Yes
Reservoir Permit	Yes	Yes
State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application	No*	Yes
State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW)	No*	Yes
Vessel Deconstruction Permit	No*	Yes
Water Right Change	Yes	Yes
Water Right/ New	Yes	Yes
Winery Permit	Yes	Yes
Total	26	44

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

** The "General Order Permits" are not tracked individually so the results are combined under "General Order of Approval for Asphalt Plants."

*** NPDES Sand & Gravel General Permit for both portable and nonportable are not distinguishable in Ecology's tracking database.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
401 Water Quality Certification	48	180.0	364	40.0	159	220
Air Operating Permit	4	293.0	1,099	742.0	1,386	1,035
Air Quality Notice of Construction (NOC) Permit	54	73.0	997	70.0	1,911	143
Baled Agricultural Residue Interim Spot Burn Permit	11	1.0	1	1.0	1	2
Biosolids Management Permit	1	69.0	69	214.0	214	283
Burn Permit - Agricultural Field	341	1.0	8	1.0	1	2
Burn Permit - Agricultural Pile	239	1.1	17	1.1	7	2.2
Burn Permit - Land Clearing	50	1.3	15	1.0	1	2.3
Burn Permit - Special	122	1.1	11	1.0	1	2.1
Burn Permit - Spot Burn Permit	128	1.0	4	1.0	1	2

Concentrated Animal Feeding Operation General Permit	0		No applications received in 2019			
Dam Construction Permit	6	43.0	455	92.0	506	135
Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B)	14	46.0	313	12.0	35	58
Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A)	0		No applications received in 2019			
General Order of Approval for Asphalt Plants	9	11.0	34	28.0	46	39
General Order of Approval for Auto Body Shops	The "General Order Permits" are not tracked individually so the results are combined under "General Order of Approval for Asphalt Plants"					
General Order of Approval for Concrete Batch Plants						
General Order of Approval for Dairy Manure Anaerobic Digesters						
General Order of Approval for Gas Fired Emergency Electrical Generators						
General Order of Approval for Perchloroethylene Dry Cleaners						
General Order of Approval for Small Boilers Using Natural Gas/ Propane/ or Diesel Fuel						
General Order of Approval for Stationary or Portable Rock Crushers						
Industrial NPDES Individual Permit	0		No applications received in 2019			
NPDES Aquatic Mosquito Control Permit	1	118.0	118	6.0	6	124
NPDES Aquatic Plant and Algae Management Permit	2	12.2	44	31.2	60	43.4
NPDES Boatyard General Permit	1	14.0	14	1.0	1	15

NPDES Construction Stormwater General Permit	835	40.8	304	11.6	181	52.4
NPDES Fresh Fruit Packing General Permit	1	48.0	48	1.0	1	49
NPDES Industrial Stormwater General Permit Coverage	51	25.4	160	23.3	106	48.7
NPDES Irrigation System Aquatic Weed Control General Permit	0	No applications received in 2019				
NPDES Sand & Gravel General Permit for Non-Portable Facilities	0	NPDES Sand & Gravel General Permit for both portable and nonportable are not distinguishable in Ecology's tracking database so the results are combined under NPDES Sand & Gravel Permit for Portable Facilities				
NPDES Sand & Gravel General Permit for Portable Facilities	16	45.0	151	18.5	113	63.5
NPDES Upland Fin-Fish Hatching and Rearing General Permit	0	No applications received in 2019				
NPDES Water Treatment Plant General Permit	0	No applications received in 2019				
Permit to Burn Flood and Storm Debris	2	1.0	1	1.0	1	2
Prevention of Significant Deterioration (PSD) Air Quality Permit	4	86.0	168	148.0	347	234
Reclaimed water individual permits	0	No applications received in 2019				
Reservoir Permit	3	1.0	1	928.0	1,197	929
State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application	0	No applications received in 2019				
State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW)	0	No applications received in 2019				
Vessel Deconstruction Permit	0	No applications received in 2019				

Water Right Change	86	14.0	313	340.0	1,767	354
Water Right/ New	95	117.0	749	2,569.0	9,917	2,686
Winery Permit	8	55.1	169	13.1	92	68.2
Total	2,132					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Fish & Wildlife

<http://wdfw.wa.gov/licensing/>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Fish Stocking Application Permit - (Finfish)	Yes	Yes
Fish Transport Application Permit - (Finfish)	Yes	Yes
Hydraulic Project Approval	Yes	Yes
Scientific Collection Permit (SCPs)	Yes	Yes
Shellfish Import Application Permit - (Shellfish - Import Permit)	Yes	Yes
Shellfish Transfer Application Permit - (Shellfish)	Yes	Yes
Total	5	6

Time period: Jan. 1, 2019 – Dec. 31, 2019

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Fish Stocking Application Permit - (Finfish)	182	3.4	18.8	14.8	77.2	18.25
Fish Transport Application Permit - (Finfish)	295	8.0	154	3.0	34	11
Hydraulic Project Approval	2,155	22.0	1,740	22.0	1,221	44
Scientific Collection Permit (SCPs)	374	4.8	28	26.6	56	31.4
Shellfish Import Application Permit - (Shellfish - Import Permit)	36	1.0	1	30.0	60	31
Shellfish Transfer Application Permit - (Shellfish)	133	1.0	1	30.0	60	31
Total	3,175					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Gambling Commission

<https://www.wsgc.wa.gov/licensing>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Manufacturer of Gambling Equipment/Paraphernalia Special Sales Permit	No*	Yes
Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair	Yes	Yes
Permit for Persons to Operate Bingo Games Only During and Upon the Site of Bona Fide Agricultural Fairs (Commercial Business)	No*	Yes
Punch Board / Pull-Tab Service Business Permit	Yes	Yes
Recreational Gaming Activity Permit (Commercial Business)	No*	Yes
Recreational Gaming Activity Permit (Nonprofit)	Yes	Yes
Total	3	6

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Manufacturer of Gambling Equipment/Paraphernalia Special Sales Permit	0	No applications received in 2019				
Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair	1	9.0	9	1.0	1	10
Permit for Persons to Operate Bingo Games Only During and Upon the Site of Bona Fide Agricultural Fairs (Commercial Business)	0	No applications received in 2019				
Punch Board / Pull-Tab Service Business Permit	2	26.5	30	3.0	5	29.5

Recreational Gaming Activity Permit (Commercial Business)	0	No applications received in 2019				
Recreational Gaming Activity Permit (Nonprofit)	10	1.0	1	3.8	14	4.78
Total	13					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Health

<http://www.doh.wa.gov/LicensesPermitsandCertificates>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Drinking Water Operating Permit	Yes	Yes
Large On-Site Sewage System Operating Permit	Yes	Yes
Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility	Yes	Yes
Radioactive Air Emission License to Operate New Facility	Yes	Yes
Recreational Water Contact Facility Construction Permit	Yes	Yes
Recreational Water Contact Facility Operating Permit	No*	Yes
Shellfish Export Certificate	Yes	Yes
Shellfish Operation License	Yes	Yes
Tribal Bait Harvest Site Certificate and Bait Harvest Permit	Yes	Yes
Water Recreation Facility Construction Permit	Yes	Yes
Water Recreation Facility Operating Permit	No**	Yes
Water System Construction and Operation Approval	No*	Yes
Waterworks Operator Certification	No**	Yes
Total	10	13

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

** Data not reported

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Drinking Water Operating Permit	3,735	1.0	1	1.0	1	2
Large On-Site Sewage System Operating Permit	569	3.0	25	22.0	58	25
Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility	3	9.3	28	58.7	105	68
Radioactive Air Emission License to Operate New Facility	4	9.5	23	4.8	27	14.25

Recreational Water Contact Facility Construction Permit	2	415.0	415	3.0	3	418
Recreational Water Contact Facility Operating Permit	0	No applications received in 2019				
Shellfish Export Certificate	2,682	1.0	1	1.0	1	2
Shellfish Operation License	319	1.0	1	8.9	50	9.9
Tribal Bait Harvest Site Certificate and Bait Harvest Permit	3	1.0	1	7.7	11	8.7
Water Recreation Facility Construction Permit	54	76.2	197	4.1	14	80.3
Water Recreation Facility Operating Permit	38	Data Not Reported		9.4	70	
Water System Construction and Operation Approval	0	No applications received in 2019				
Waterworks Operator Certification	659	Data Not Reported		8	15	
Total	8,068					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Labor & Industries

<http://www.lni.wa.gov/TradesLicensing/LicensingReq/PermitsInspect/default.asp?&source=FF>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Amusement Ride or Structure Operating Permit	Yes	Yes
Boiler/Pressure Vessel Installation or Reinstallation Permit	Yes	Yes
Construction Elevator Installation (Hoist) Permit	Yes	Yes
Electrical Work Permit	Yes	Yes
Elevator Installation Permit (new/ renewal and alterations)	Yes	Yes
Elevator Installation Variance Permit	Yes	Yes
Factory Assembled Structure Permit	Yes	Yes
Minor Work Permit	Yes	Yes
Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters"	Yes	Yes
Rental Boiler Operating Permit	Yes	Yes
Total	10	10

Time period: Jan. 1, 2019 – Dec. 31, 2019

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Amusement Ride or Structure Operating Permit	1,505	1.0	74	1.0	1	2
Boiler/Pressure Vessel Installation or Reinstallation Permit	2,413	1.0	1	1.0	1	2
Construction Elevator Installation (Hoist) Permit	43	2.0	20	10.0	20	12
Electrical Work Permit	160,519	1.0	1	1.0	1	2
Elevator Installation Permit (new/ renewal and alterations)	3,283	2.0	34	9.0	34	11
Elevator Installation Variance Permit	53	1.0	34	12.0	34	13
Factory Assembled Structure Permit	11,901	1.0	1	1.0	1	2
Minor Work Permit	29,787	1.0	1	1.0	1	2

Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters"	28	1.0	101	1.0	1	2
Rental Boiler Operating Permit	29	1.0	1	1.0	1	2
Total	209,561					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Licensing

<http://www.dol.wa.gov/listoflicenses.html>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Cremated Remains Disposition	Yes	Yes
Crematory	Yes	Yes
Taxi (Vehicle for Hire)	Yes	Yes
Tow Truck	Yes	Yes
Total	4	4

Time period: Jan. 1, 2019 – Dec. 31, 2019

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Cremated Remains Disposition	46	1.0	3	1.0	3	2
Crematory	28	1.0	2	1.0	1	2
Taxi (Vehicle for Hire)	337	17.7	224	1.0	1	18.7
Tow Truck	27	33.0	146	1.0	1	34
Total	438					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Liquor & Cannabis Board

<https://lcb.wa.gov/licensing/licensing-services>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Banquet Permit	Yes	Yes
Class 1 - Alcohol Permit	Yes	Yes
Class 10 - International Trade Show permit	No*	Yes
Class 11 - Bed & Breakfast Permit	Yes	Yes
Class 15 - Allowing students between 18-20 to taste but not consume alcohol.	Yes	Yes
Class 16 - Spa/Salon Permit	Yes	Yes
Class 18 - Special Permit for Winery	Yes	Yes
Class 19 - Special permit for Distilleries	Yes	Yes
Class 2 - Alcohol Permit	Yes	Yes
Class 20 - Special Permit for Breweries	No*	Yes
Class 4 - Serve Employee & Guest	Yes	Yes
Class 5 - Alcohol Permit	Yes	Yes
Class 6 - Alcohol Permit	Yes	Yes
Class 8 - Trade Show permits	Yes	Yes
Class 9 - Trade Show permit/donation for delegates.	Yes	Yes
Permit for private nonprofit auctions	Yes	Yes
Raffle Permit	Yes	Yes
Total	15	17

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Banquet Permit	41,992	1.0	1	1.0	1	2
Class 1 - Alcohol Permit	37	1.0	4	4.0	18	5
Class 10 - International Trade Show permit	0	No applications received in 2019				
Class 11 - Bed & Breakfast Permit	32	1.0	1	5.7	62	6.7
Class 15 - Allowing students between 18-	8	1.0	1	3.3	9	4.3

20 to taste but not consume alcohol.						
Class 16 - Spa/Salon Permit	352	1.0	1	4.3	23	5.3
Class 18 - Special Permit for Winery	157	1.0	1	5.7	20	6.7
Class 19 - Special permit for Distilleries	7	1.0	1	10.9	32	11.9
Class 2 - Alcohol Permit	495	1.0	1	3.5	21	4.5
Class 20 - Special Permit for Breweries	0	No applications received in 2019				
Class 4 - Serve Employee & Guest	172	1.0	1	6.5	27	7.5
Class 5 - Alcohol Permit	134	1.0	1	3.7	22	4.7
Class 6 - Alcohol Permit	13	1.0	1	4.2	6	5.2
Class 8 - Trade Show permits	137	1.0	1	12.4	35	13.4
Class 9 - Trade Show permit/donation for delegates.	17	1.0	1	16.2	39	17.2
Permit for private nonprofit auctions	2	1.0	1	10.0	11	11
Raffle Permit	279	1.0	1	3.9	22	4.9
Total	43,834					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Natural Resources

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

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Burn Permit (Silvicultural Burning)	No**	Yes
Exploration Reclamation Permit	No*	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class II	Yes	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class III	Yes	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class IV-General	Yes	Yes
Forest Practices Approval/Notification - Eastern Washington/ Class IV-Special	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class II	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class III	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class IV-General	Yes	Yes
Forest Practices Approval/Notification - Western Washington/ Class IV-Special	Yes	Yes
Geothermal Drilling Permit	No*	Yes
Oil and Gas Drilling Permit	No*	Yes
Surface Mining Reclamation Permit	Yes	Yes
Total	9	13

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

** Data not reported

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Burn Permit (Silvicultural Burning)	216	Data Not Reported		2.0	32	
Exploration Reclamation Permit	0	No applications received in 2019				
Forest Practices Approval/Notification - Eastern Washington/ Class II	134	1.0*	2*	4.0*	20*	5
Forest Practices Approval/Notification	717	1.0*	2*	20.0*	56*	21

- Eastern Washington/ Class III						
Forest Practices Approval/Notification - Eastern Washington/ Class IV-General	16	1.0*	2*	20.0*	31*	21
Forest Practices Approval/Notification - Eastern Washington/ Class IV-Special	2	1.0*	2*	26.0*	28*	27
Forest Practices Approval/Notification - Western Washington/ Class II	355	1.0*	2*	3.0*	30*	4
Forest Practices Approval/Notification - Western Washington/ Class III	2,485	1.0*	2*	25.0*	74*	26
Forest Practices Approval/Notification - Western Washington/ Class IV-General	111	1.0*	2*	20.0*	30*	21
Forest Practices Approval/Notification - Western Washington/ Class IV-Special	73	1.0*	2*	28.0*	56*	29
Geothermal Drilling Permit	0	No applications received in 2019				
Oil and Gas Drilling Permit	0	No applications received in 2019				
Surface Mining Reclamation Permit	25	71.0	1,091	457.0	1,646	528
Total	4,134					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. * Did not exclude the 5 percent that took the shortest and the percent that took the longest.
3. Excluding applications that were withdrawn or never completed.
4. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
5. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Parks & Recreation Commission

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

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Commercial Use Permit	Yes	Yes
Filming and Photography Permit	Yes	Yes
Total	2	2

Time period: Jan. 1, 2019 – Dec. 31, 2019

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Commercial Use Permit	150	7.0	36	6.0	42	13
Filming and Photography Permit	63	1.0	1	7.6	22	8.6
Total	213					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Revenue

<http://dor.wa.gov/Content/Home/Default.aspx>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Reseller Permit	Yes	Yes
Total	1	1

Time period: Jan. 1, 2019 – Dec. 31, 2019

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Reseller Permit	78,422	1.0	37	7.0	57	8
Total	78,422					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Transportation

<http://www.wsdot.wa.gov/business/>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Access Connection Permit	Yes	Yes
Building Move Permit	Yes	Yes
Canadian Weights for SR 9 Heavy Haul Corridor	Yes	Yes
Canadian Weights US 97 Heavy Haul Corridor	Yes	Yes
Cell Tower Permit - Type F Access - Wireless Communication Site Access permit	No*	Yes
Double Trailer Monthly or Annual	Yes	Yes
Empty Apple Bins and Hay Bales Permit	Yes	Yes
Farm Implement Permit	Yes	Yes
Log Tolerance Permit	Yes	Yes
Manufactured Housing Permit Monthly or Annual	Yes	Yes
Monthly Annual Fixed Load (3 or 4 axle)	Yes	Yes
Monthly or Annual Non-Divisible Permit	Yes	Yes
Oversize Overweight Load Permit	Yes	Yes
Oversize Overweight Super Load Permit	Yes	Yes
Sealed Container for SR 509 Heavy Haul Corridor	Yes	Yes
Single Trailer Permit Monthly or Annual	Yes	Yes
Temporary Additional Tonnage	Yes	Yes
Temporary Fuel Use Permit	Yes	Yes
Temporary License Permit	Yes	Yes
Tow Truck Class B and C	Yes	Yes
Total	19	20

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Access Connection Permit	29	17.0	72	21.0	40	38
Building Move Permit	5	1.0	1	14.0	42	15
Canadian Weights for SR 9 Heavy Haul Corridor	372	1.0	1	1.0	1	2

Canadian Weights US 97 Heavy Haul Corridor	140	1.0	1	1.0	1	2
Cell Tower Permit - Type F Access - Wireless Communication Site Access permit	0	No applications received in 2019				
Double Trailer Monthly or Annual	12,434	1.0	1	1.0	1	2
Empty Apple Bins and Hay Bales Permit	1,090	1.0	1	1.0	1	2
Farm Implement Permit	428	1.0	1	1.0	1	2
Log Tolerance Permit	156	1.0	1	1.0	1	2
Manufactured Housing Permit Monthly or Annual	672	1.0	1	1.0	1	2
Monthly Annual Fixed Load (3 or 4 axle)	4,177	1.0	1	1.0	1	2
Monthly or Annual Non-Divisible Permit	18,337	1.0	1	1.0	1	2
Oversize Overweight Load Permit	109,742	1.0	1	1.0	1	2
Oversize Overweight Super Load Permit	2,557	1.0	1	7.0	22	8
Sealed Container for SR 509 Heavy Haul Corridor	41	1.0	1	1.0	1	2
Single Trailer Permit Monthly or Annual	2,665	1.0	1	1.0	1	2
Temporary Additional Tonnage	1,327	1.0	1	1.0	1	2
Temporary Fuel Use Permit	6,952	1.0	1	1.0	1	2
Temporary License Permit	14,740	1.0	1	1.0	1	2
Tow Truck Class B and C	200	1.0	1	1.0	1	2
Total	176,064					

1. As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2. Excluding applications that were withdrawn or never completed.
3. As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4. Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Utilities & Transportation Commission

<http://www.utc.va.gov/regulatedIndustries/transportation/Pages/default.aspx>

Permits Tracked by Agency

Permit Name	Processing Time Measured	Processing Time Published
Auto Transportation and Bus Certificate	Yes	Yes
Charter and Excursion Bus Certificate	Yes	Yes
Commercial Ferry Certificate	Yes	Yes
Common Carrier Permit/Freight Broker Permit	Yes	Yes
Community Solar	Yes	Yes
Household Goods Carrier Permit	Yes	Yes
Private Non-Profit Bus Certificate	Yes	Yes
Railroad Contract Crew Carrier Permit	No*	Yes
Solid Waste Carrier Certificate	No*	Yes
Telecommunications Registration	Yes	Yes
Total	8	10

Time period: Jan. 1, 2019 – Dec. 31, 2019

* No processing time was measured because there were no applications received. The processing time can only be measured if applications are received.

Permit Performance Data

Permit Name	Permit Count	Application Completion Time [Receipt to Complete Time] (days)		Permit Decision Time [Complete to Decision Time] (days)		Total Processing Time (days)
		Average ¹	Maximum ²	Average ³	Maximum	Average ⁴
Auto Transportation and Bus Certificate	3	65.7	121	1.7	3	67.4
Charter and Excursion Bus Certificate	19	30.1	88	7.2	69	37.3
Commercial Ferry Certificate	1	56.0	56	1.0	1	57
Common Carrier Permit/Freight Broker Permit	646	9.0	143	1.0	1	10
Community Solar	2	16.5	30	13.5	16	30
Household Goods Carrier Permit	50	27.8	134	1.3	14	29.1
Private Non-Profit Bus Certificate	1	14.0	14	8.0	8	22
Railroad Contract Crew Carrier Permit	0	No applications received in 2019				
Solid Waste Carrier Certificate	0	No applications received in 2019				
Telecommunications Registration	16	30.1	60	1.1	1.1	31.2

Total	738
1.	As measured by the times tracked for 90 percent of applications, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
2.	Excluding applications that were withdrawn or never completed.
3.	As measured by the times tracked for 90 percent of decisions, excluding the 5 percent that took the shortest and the 5 percent that took the longest.
4.	Average is the sum of the Average Application Completion Time and Average Permit Decision time.

Appendix C: Permits most improved and most in need of improvement

To identify permits for most improved or in need of improvement, ORIA used the annual performance data submitted by agencies by comparing current 2019 data to baseline 2017 data. Any permits with incomplete “application completion time,” incomplete “permit decision time,” no applications processed, or significant changes in the way permit times were tracked were excluded from the analysis. Of the 159 reported permits types, 114 were eligible for analysis to identify permits most improved and most in need of improvement.

Average processing time was calculated as the sum of the average “application completion time” and the average “permit decision time.” Processing time was used for determining the most improved permits based on both the percentage of time improvement and the total number of days reduced for 2019 relative to the 2017 baseline.

Similarly, processing time was initially used to select potential permits as most in need of improvement by identifying a permit from each agency that had the greatest increase in processing time for 2019 relative to the 2017 baseline. In both cases, most improved permits and permits most in need of improvement were discussed with each agency and permit experts to provide a supportive narrative for the classification or to provide an alternative permit.

All permits that improved in timeliness since 2017 are listed below and include performance data for total average processing times as well as permit volumes.

All Improved Permit (Agency)	Average Processing Time			Permit Count		
	2017	2018	2019	2017	2018	2019
401 Water Quality Certification (ECY)	221	153	220	38	46	48
Air Operating Permit (ECY)	1208	1226	1035	3	4	4
Air Quality Notice of Construction (NOC) Permit (ECY)	164	191	143	37	48	54
Archaeological Site Alteration and Excavation Permit (DAHP)	65	62	53	67	70	61
Biosolids Management Permit (ECY)	633	756	283	13	13	1
Burn Permit - Land Clearing (ECY)	3	3	2	50	65	50
Class 1 - Alcohol Permit (LCB)	10	4	5	42	39	37
Class 11 - Bed & Breakfast Permit (LCB)	23	9	7	1	41	32
Class 15 - Allowing students between 18-20 to taste but not consume alcohol. (LCB)	10	10	4	13	5	8

Class 16 - Spa/Salon Permit (LCB)	9	5	5	267	246	352
Class 18 - Special Permit for Winery (LCB)	8	6	7	132	174	157
Class 2 - Alcohol Permit (LCB)	10	3	5	530	512	495
Class 4 - Serve Employee & Guest (LCB)	14	6	8	9	146	172
Class 5 - Alcohol Permit (LCB)	10	3	5	141	273	134
Class 6 - Alcohol Permit (LCB)	10	5	5	21	19	13
Common Carrier Permit/Freight Broker Permit (UTC)	14	10	10	661	712	646
Cottage Food Operations Permit - New and Renewal (WSDA)	79	50	36	53	89	127
Crematory (DOL)	2	2	2	46	26	28
Dam Construction Permit (ECY)	207	704	135	5	4	6
Drinking Water Operating Permit (DOH)	13	2	2	3598	4357	3735
Elevator Installation Permit (new/ renewal and alterations) (LNI)	13	12	11	2994	3293	3283
Elevator Installation Variance Permit (LNI)	28	24	13	54	46	53
Experimental Pesticides Use Permit - Terrestrial Sites (WSDA)	15	7	12	18	16	18
Fish Transport Application Permit - (Finfish) (DFW)	22	21	11	216	280	295
Forest Practices Approval/Notification - Eastern Washington/ Class II (DNR)	7	5	5	152	167	134
Forest Practices Approval/Notification - Eastern Washington/ Class III (DNR)	22	21	21	820	931	717
Forest Practices Approval/Notification - Eastern Washington/ Class IV-General (DNR)	24	18	21	12	11	16
Forest Practices Approval/Notification - Western Washington/ Class II (DNR)	6	4	4	221	445	355
Forest Practices Approval/Notification - Western Washington/ Class IV-General (DNR)	23	22	21	118	126	111
NPDES Aquatic Plant and Algae Management Permit (ECY)	104	42	43	16	13	2
NPDES Boatyard General Permit (ECY)	28	2	15	1	1	1
NPDES Industrial Stormwater General Permit Coverage (ECY)	60	97	49	35	53	51
NPDES Sand & Gravel General Permit for Portable Facilities (ECY)	67	103	64	9	11	16
Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters" (LNI)	4	2	2	20	17	28
Plant Sale Permit (WSDA)	8	16	6	88	93	97
Private Non-Profit Bus Certificate (UTC)	44	43	22	1	3	1
Raffle Permit (LCB)	8	5	5	275	274	279
Recreational Gaming Activity Permit (Nonprofit) (GMB)	10	4	5	8	11	10
Scientific Collection Permit (SCPs) (DFW)	45	38	31	343	379	374

Special Poultry Permit (WSDA)	67	35	48	15	14	18
Taxi (Vehicle for Hire) (DOL)	32	10	19	375	293	337
Tow Truck (DOL)	41	11	34	34	23	27
Water Right Change (ECY)	491	424	354	160	131	86

All permits with higher processing times (e.g., took longer) since 2017 are listed below. Performance data for total average processing times as well as permit volumes are also displayed. In total, 35 permits did not improve in timeliness, with the magnitude of increase ranging from fractions of a day to 1,707 days.

All Permits With Increasing Timeliness	Average Processing Time			Permit Count		
Permit (Agency)	2017	2018	2019	2017	2018	2019
Access Connection Permit (DOT)	23	20	38	44	21	29
Auto Transportation and Bus Certificate (UTC)	64	67	67	1	2	3
Burn Permit - Agricultural Pile (ECY)	2	2	2	205	270	239
Burn Permit - Special (ECY)	2	3	2	123	131	122
Charter and Excursion Bus Certificate (UTC)	29	39	37	30	34	19
Class 19 - Special permit for Distilleries (LCB)	7	10	12	8	7	7
Class 8 - Trade Show permits (LCB)	10	9	13	206	115	137
Class 9 - Trade Show permit/donation for delegates. (LCB)	4	22	17	2	3	17
Collective Experimental Pesticide Use Permit (WSDA)	2	2	4	41	1	4
Commercial Use Permit (WSPRC)	8	12	13	121	145	150
Construction Elevator Installation (Hoist) Permit (LNI)	9	12	12	71	77	43
Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B) (ECY)	33	173	58	4	9	14
Feeding and Grazing Permit (Pasture to Pasture) (WSDA)	2	2	4	115	117	129
Filming and Photography Permit (WSPRC)	6	6	9	51	90	63
Fish Stocking Application Permit - (Finfish) (DFW)	17	28	18	148	205	182
Forest Practices Approval/Notification - Eastern Washington/ Class IV-Special (DNR)	24	27	27	5	7	2

Forest Practices Approval/Notification - Western Washington/ Class III (DNR)	24	24	26	2863	3069	2485
Forest Practices Approval/Notification - Western Washington/ Class IV-Special (DNR)	28	28	29	74	64	73
Household Goods Carrier Permit (UTC)	22	16	29	47	54	50
Hydraulic Project Approval (DFW)	32	33	44	2442	2043	2155
Large On-Site Sewage System Operating Permit (DOH)	6	19	25	508	571	569
NPDES Construction Stormwater General Permit (ECY)	44	58	52	950	988	835
Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair (GMB)	8	11	10	2	2	1
Permit for private nonprofit auctions (LCB)	10	13	11	31	2	2
Prevention of Significant Deterioration (PSD) Air Quality Permit (ECY)	195	172	234	4	2	4
Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility (DOH)	49	109	68	20	6	3
Recreational Water Contact Facility Construction Permit (DOH)	13	n/a	418	2	n/a	2
Reseller Permit (DOR)	2	12	8	134052	64568	78422
Seed Labeling Permit (WSDA)	5	19	12	153	90	183
Shellfish Operation License (DOH)	8	8	10	336	283	319
Special Sale Permit (WSDA)	7	7	8	69	69	85
Surface Mining Reclamation Permit (DNR)	376	380	528	39	38	25
Tribal Bait Harvest Site Certificate and Bait Harvest Permit (DOH)	8	8	9	2	4	3
Water Recreation Facility Construction Permit (DOH)	17	48	80	25	30	54
Water Right/ New (ECY)	979	1487	2686	113	119	95

Due to rounding, some totals may not correspond with the sum of the separate figures. To see the unrounded performance data, go to data.wa.gov.

Appendix D: References

- a **Performance audit report:**
<https://portal.sao.wa.gov/ReportSearch/Home/ViewReportFile?arn=1010778&isFinding=false&sp=false>
- b **Engrossed Second Substitute House Bill 2192 2013-14:**
<http://apps.leg.wa.gov/billinfo/summary.aspx?bill=2192&year=2014>
- c **RCW 43.42A:** <http://apps.leg.wa.gov/RCW/default.aspx?cite=43.42A&full=true>
- d **ORIA Central Repository:** <https://data.wa.gov/dataset/Permit-Timeliness-View/yccr-zbpr>
- e **Data.wa.gov:** <https://data.wa.gov/dataset/Permit-Timeliness-View/a23c-gb7b>
- f **ORIA Regulatory Handbook:** <https://apps.oria.wa.gov/permithandbook/>
- g **Regulatory Reform: Improving Permit Timeliness:**
<https://portal.sao.wa.gov/ReportSearch/Home/ViewReportFile?arn=1010778&isFinding=false&sp=false>
- h **RCW 43.42A.040(3):** <http://app.leg.wa.gov/RCW/default.aspx?cite=43.42A.040>