



Permit Timeliness Progress Report

2018

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

To access this document electronically, visit <http://www.oria.wa.gov/ORIA-2018-PermitTimelinessProgressReport.pdf>

To obtain this document in an alternate format, contact

800-917-0043 or help@oria.wa.gov.

September 2018

ORIA-18-003

Table of Contents

| | |
|--|----|
| Executive Summary..... | 3 |
| Background..... | 4 |
| Scope and methodology..... | 5 |
| Key results..... | 6 |
| Permits with time frame mandates..... | 7 |
| Improvement efforts..... | 8 |
| Permits most improved and most in need of improvement..... | 9 |
| Individual agency reports..... | 16 |
| Appendix A: 2016 Performance data by individual agency..... | 17 |
| Appendix B: 2017 Performance data by individual agency..... | 39 |
| Appendix C: Improvement efforts by individual agency..... | 61 |
| Appendix D: Permits most improved and most in need of improvement..... | 77 |
| Appendix E: References..... | 82 |

Executive Summary

The Governor's Office for Regulatory Innovation and Assistance (ORIA), in partnership with state agencies, has completed its third annual tracking of permits for timeliness of issuance. Agencies provided ORIA performance data for more than 1 million permit applications across more than 150 different permit types. This report covers permit timeliness implementation between Jan. 1, 2016, and Dec. 31, 2017 and compares these results against agency baseline data from 2015. In future years, ORIA will have additional points of performance data available for identifying and validating trends.

In total, 29 permits improved in timeliness over the reporting period, with magnitudes ranging from one day to 351 days. From among the top ten most improved permits, nearly all were the result of agency improvement efforts designed to gain efficiency. Twelve of fourteen reporting agencies highlighted improvement efforts conducted during the reporting period, and several agencies made multiple improvements.

From among the 14 reporting agencies, 11 had permits that reported some degree of increase in processing time. Three agencies — the Department of Health, Department of Revenue and Department of Labor and Industries — had no increases in processing time for any permit types. In total, 42 permits did not improve in timeliness, with the magnitude of increase ranging from fractions of a day to 406 days.

ORIA worked with agencies to identify 12 permits that were 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. These include:

- Access Connection Permit – Department of Transportation
- Archaeological Site Alteration and Excavation Permit – Department of Archaeology and Historic Preservation
- Biosolids Management Permit – Department of Ecology
- Common Carrier Permit/Freight Broker Permit – Utilities and Transportation Commission
- Cottage Food Operations Permit – Department of Agriculture
- Elevator Installation Permit – Department of Labor and Industries
- Filming and Photography Permit – State Parks
- Fish Transport Application Permit (Finfish) – Department of Fish and Wildlife
- Permit for Private Nonprofit Auctions – Liquor and Cannabis Board
- Recreational Gaming Activity Permit (Nonprofits) – Gambling Commission
- Tow Truck Permit – Department of Licensing
- Taxi Permit (Vehicle for Hire) – Department of Licensing

In addition, Department of Natural Resources outdoor burning permits are the only remaining permit that does not report timeliness information. Therefore, ORIA recommends it as a priority improvement area to come into compliance with Chapter 43.42A RCW.

Background

On Dec. 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. ORIA published the [first comprehensive report](#)^d for permit timeliness on Dec. 31, 2015, and published the [second comprehensive report](#)^e on Sept. 30, 2016. Additionally, ORIA posts agency-reported performance data by March 1 (for the previous calendar year) in the [ORIA Central Repository](#)^f hosted on data.wa.gov^g, a public website. Currently, agencies and ORIA continue to implement permit timeliness in accordance with RCW requirements.

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](#)^h.

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

- “application completion time” average and maximum time
- “permit decision time” average and maximum time
- permit count

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. (Agencies also reported the number of permits processed.) All 14 state agencies submitted their performance data to ORIA for calendar years 2015, 2016 and 2017.

Agency-reported performance data was a total for each permit type for each reporting year, yielding three 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 2017 processing times to baseline 2015 processing times.

Circumstances occur from year to year which prevent mathematical comparison among the full set of timeliness data. For example, of the 153 reported permit types in 2017, 111 were eligible for analysis. Of the 42 types that were ineligible, 30 received no applications, 10 were groups of related permit types where agencies combined their reporting data, one changed tracking methodology, and one did not report timeliness data at all.

Average processing time was calculated as the sum of the average “application completion time” and 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 2017 compared to the 2015 baseline. Similarly, processing time was used to select potential permits most in need of improvement by identifying a permit from each agency that had the greatest increase in processing time for 2017 relative to the 2015 baseline.

Key results

For the calendar year 2016 implementation period, agencies reported summary data for 154 identified permits, consisting of 528,079 applications.

For the calendar year 2017 implementation, agencies reported summary data for 153 identified permits, consisting of 569,515 applications.

The tables below break down 2016 and 2017 data separately to show the total number of permits tracked as well as the number of total applications tracked by agencies.

2016 Reporting by Participating Agency

| Agency | Total Permit Types | Total Applications |
|---------------------------------------|--------------------|--------------------|
| Agriculture | 13* | 9,900 |
| Archaeology & Historic Preservation | 1 | 86 |
| Ecology | 42 | 2,679 |
| Fish & Wildlife | 6 | 3,387 |
| Gambling Commission | 6 | 10 |
| Health | 13 | 12,944 |
| Labor & Industries | 10 | 182,862 |
| Licensing | 4 | 85 |
| Liquor & Cannabis Board | 16 | 43,346 |
| Natural Resources | 13 | 5,754 |
| Parks & Recreation Commission | 2 | 176 |
| Revenue | 1 | 53,099 |
| Transportation | 20 | 212,986 |
| Utilities & Transportation Commission | 7** | 765 |
| Statewide Total | 154 | 528,079 |

Data source: Reporting agencies

* Agriculture reported separately on "Cottage Food Operations Permit-New" and "Cottage Food Operations Permit-Renewal."

**UTC tracked Common Carrier Permit and Freight Broker Permit together.

2017 Reporting by Participating Agency

| Agency | Total Permit Types | Total Applications |
|---------------------------------------|--------------------|--------------------|
| Agriculture | 12* | 11,481 |
| Archaeology & Historic Preservation | 1 | 67 |
| Ecology | 41 | 2,349 |
| Fish & Wildlife | 6 | 3,178 |
| Gambling Commission | 6 | 10 |
| Health | 13 | 9,993 |
| Labor & Industries | 10 | 188,108 |
| Licensing | 4 | 478 |
| Liquor & Cannabis Board | 17 | 44,597 |
| Natural Resources | 13 | 5,706 |
| Parks & Recreation Commission | 2 | 172 |
| Revenue | 1 | 134,052 |
| Transportation | 20 | 168,581 |
| Utilities & Transportation Commission | 7** | 743 |
| Statewide Total | 153 | 569,515 |

Data source: reporting agencies

* Agriculture reported "Cottage Food Operations Permit-New" and "Cottage Food Operations Permit-Renewal" together as one permit.

**UTC tracked Common Carrier Permit and Freight Broker Permit together.

Permits with time frame mandates

Agencies reported 52 percent of permit types tracked 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 subsequent environmental review or additional permitting needed by other agencies or jurisdictions. Sometimes these time frame mandates can affect 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.

Improvement efforts

Nearly every reporting agency conducted regulatory improvement efforts during the reporting period, displayed for each agency in [Appendix C](#). These efforts have resulted in improvements such as technology modernization, easier-to-deliver service and more efficient processing.

Making technological improvements to the customer experience is one of the best ways to modernize. During this implementation period, examples of agency technology improvements include:

- The Department of Licensing modernized its legacy systems including an updated vehicle licensing system for tow trucks and for hire/taxis permits. This improves services to customers, agency business partners and the state's transportation system.
- The Department of Revenue shifted to a secure portal for all online services, including applying for reseller permits. Taxpayers can now access all tax and business licensing accounts using a Secure Access Washington login.
- The Liquor and Cannabis Board, Department of Labor and Industries and Utilities and Transportation Commission have shifted, or are in the process of shifting, to online application processing and payment.

Customers must interact with various government agencies to get what they need. One way to make this easier for customers is to give them what they want: simply service (even self-service), so there is no need to wait to check out. During this implementation period, examples of agency service improvements include:

- The Department of Ecology launched a new website and updated web content. Its goal was to improve how information is provided. Usability testing showed the success rate for customers finding the information on its website improved from 30 percent in March 2015 to 70 percent by June 2017.
- The Department of Ecology also reduced the amount of time and cost related to preparing and mailing the permit coverage packet for the construction stormwater general permit application. The paper packet was replaced with a single page letter describing where customers could access the information online (e.g., eCoverage packet).
- The Liquor and Cannabis Board combined the application form with the acknowledgement form so all documentation needed to apply for the Class 16 — Spa/Salon Permit was submitted together.

During this implementation period, examples of agency processing efficiency improvements include:

- The Department of health reduced the number of days to approve shellstock shipper and shucker packer renewal license applications by six days.
- The Department of Labor and Industries added staff to review and ensure proper completion of permit applications and to process permits.
- The Washington State Department of Agriculture shifted the cottage food operations permit expiration date so permits expire one year from the date of issuance. (Previously permits

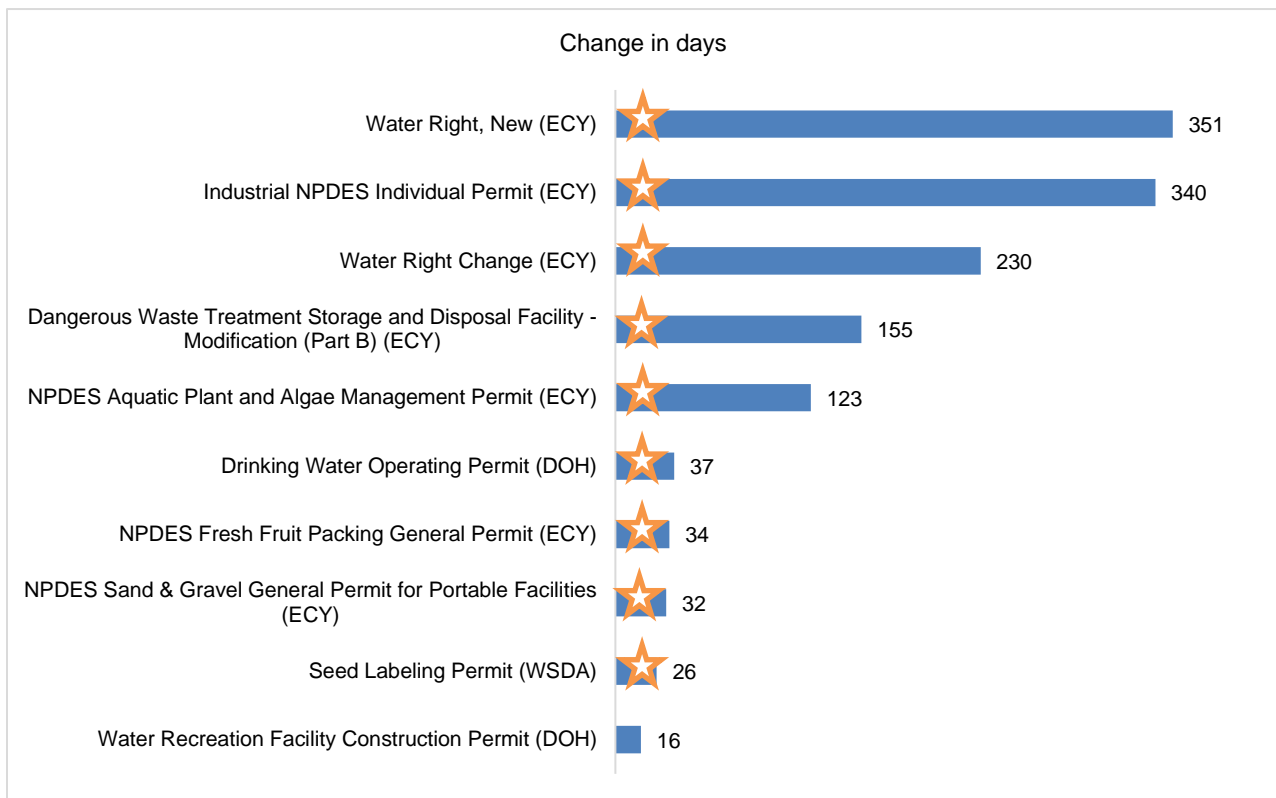
expired on a single fixed date.) This helps spread staff workload out over the year and leads to faster decision times.


Permits most improved and most in need of improvement

Per [RCW 43.42A.040\(3\)](#)ⁱ, 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 three annual data points for 2015, 2016, and 2017 provide 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.

For this reason, ORIA sought to correlate the most numerically improved permits with agency improvement efforts that were conducted during the reporting period. The results are displayed in the charts below.

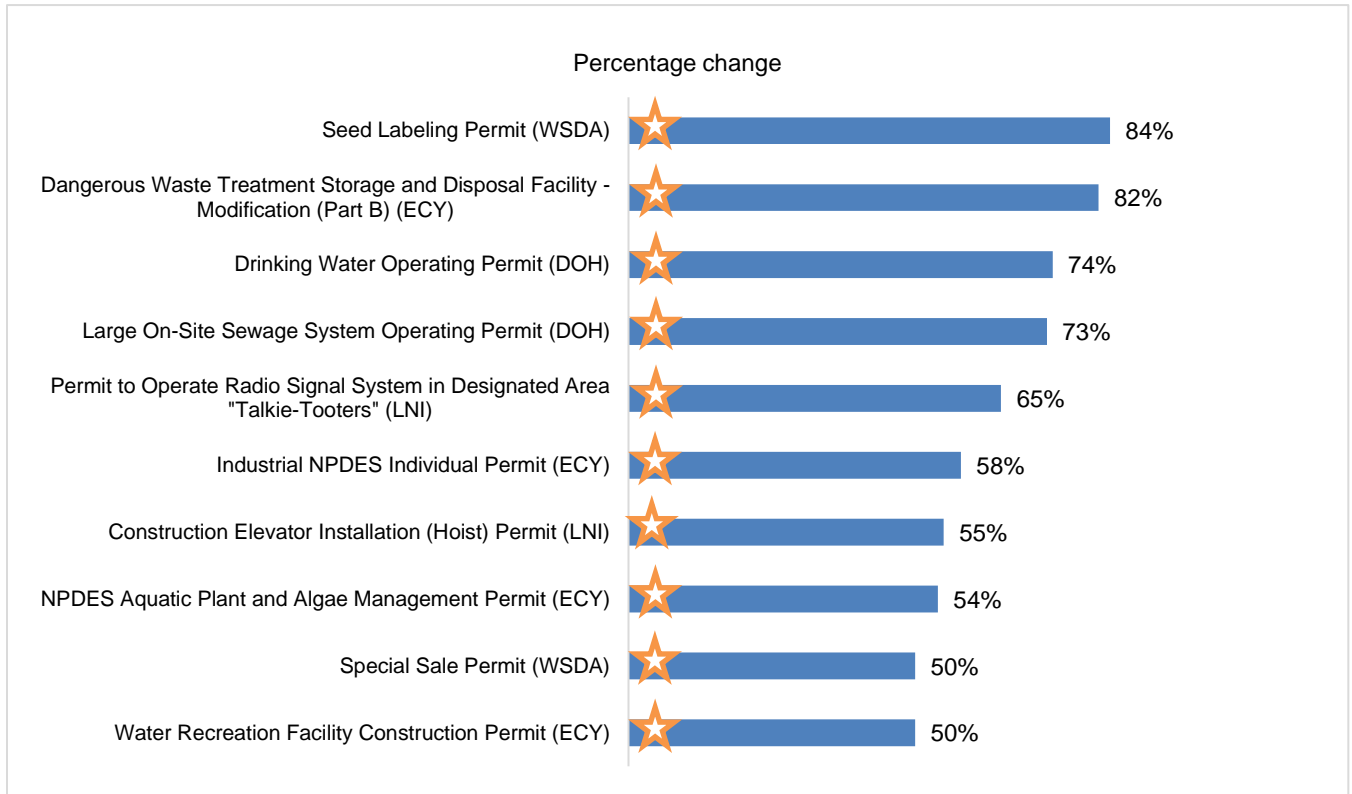
Top 10 Most Improved (by change in days)




 The agency has reported an improvement effort for this permit type.

The chart below shows permits that ORIA identified as most improved by calculating the percentage in change improved in the average processing time from 2015 to 2017.

Top 10 Most Improved (by change in percentage)



 The agency has reported an improvement effort for this permit type.

The table below shows all permits that improved in timeliness from 2015 to 2017. In total, 29 permits showed timeliness improvements ranging in magnitude from one day to 351 days.

All Permits Improved in Timeliness from 2015 to 2017

| Permit (Agency) | Percentage Change | Change in Days | Permit Volume | |
|---|-------------------|----------------|---------------|------|
| | | | 2015 | 2017 |
| Class 11 - Bed & Breakfast Permit (LCB) | 32.4% | 11 | 2 | 1 |
| Class 16 - Spa/Salon Permit (LCB) | 25.7% | 3 | 14 | 267 |
| Class 2 - Alcohol Permit (LCB) | 12.2% | 1 | 447 | 530 |
| Class 4 - Serve Employee & Guest (LCB) | 20.0% | 4 | 4 | 9 |
| Class 5 - Alcohol Permit (LCB) | 9.8% | 1 | 106 | 141 |

| | | | | |
|--|-------|-----|-------|-------|
| Class 6 - Alcohol Permit (LCB) | 15.0% | 2 | 26 | 21 |
| Commercial Use Permit (PARKS) | 40.7% | 6 | 93 | 121 |
| Construction Elevator Installation (Hoist) Permit (LNI) | 55.0% | 11 | 67 | 71 |
| Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B) (ECY) | 82.4% | 155 | 5 | 4 |
| Drinking Water Operating Permit (DOH) | 73.9% | 37 | 3,396 | 3,598 |
| Elevator Installation Permit (new, renewal and alterations) (LNI) | 40.9% | 9 | 159 | 2,994 |
| Elevator Installation Variance Permit (LNI) | 46.2% | 24 | 64 | 54 |
| Hydraulic Project Approval (WDFW) | 7.4% | 3 | 2,334 | 2,442 |
| Industrial NPDES Individual Permit (ECY) | 58.0% | 340 | 2 | 1 |
| Large On-Site Sewage System Operating Permit (DOH) | 73.5% | 17 | 376 | 508 |
| NPDES Aquatic Plant and Algae Management Permit (ECY) | 54.3% | 123 | 2 | 16 |
| NPDES Construction Stormwater General Permit (ECY) | 11.7% | 6 | 847 | 950 |
| NPDES Fresh Fruit Packing General Permit (ECY) | 41.0% | 34 | 1 | 1 |
| NPDES Sand & Gravel General Permit for Portable Facilities (ECY) | 32.1% | 32 | 11 | 9 |
| Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair (GMB) | 38.5% | 5 | 2 | 2 |
| Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters" (LNI) | 65.0% | 7 | 30 | 20 |
| Prevention of Significant Deterioration (PSD) Air Quality Permit (ECY) | 6.1% | 13 | 3 | 4 |
| Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility (DOH) | 31.8% | 23 | 360 | 20 |
| Seed Labeling Permit (WSDA) | 84.2% | 26 | 153 | 153 |
| Special Sale Permit (WSDA) | 50.2% | 7 | 67 | 69 |
| Surface Mining Reclamation Permit (DNR) | 4.5% | 18 | 36 | 39 |
| Water Recreation Facility Construction Permit (DOH) | 49.5% | 16 | 14 | 25 |
| Water Right Change (ECY) | 31.9% | 230 | 129 | 160 |
| Water Right, New (ECY) | 26.4% | 351 | 118 | 113 |

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

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 2017 relative to 2015) was initially selected as the most in need of improvement. Three agencies — the Department of Health, Department of Revenue and Department of Labor and Industries — had no increases in processing time for any permit types.

ORIA entered into discussions with the 11 agencies that had permits with increases in processing time to understand causes for the increase or to determine whether it would be more illuminating to look at a different permit for which more data was available.

It is important to note that 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 permits identified as most in need of improvement and agency responses.

Permits Identified as Most in Need of Improvement

| Permit (Agency) | Agency Response |
|---|---|
| Access Connection Permit (WSDOT) | 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. |
| Archaeological Site Alteration and Excavation Permit (DAHP) | 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. |

Biosolids Management
Permit (ECY)

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.

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.

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.

Common Carrier
Permit/Freight Broker
Permit (UTC)

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.

Cottage Food Operations
Permit (WSDA)

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.

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.

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.

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.

Elevator Installation Permit (LNI)

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.

Permit Targeted for Improvement: Elevator Installation Permit (new, renewals, and alterations).

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.

Filming and Photography Permit (Parks)

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.

Fish Transport Application Permit - (Finfish) (DFW)

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.

Permit for Private Nonprofit Auctions (LCB)

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.

Recreational Gaming
Activity Permit (Nonprofit)
(GMB)

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 reducing the likelihood of incomplete applications and a longer processing time.

Tow Truck (DOL)
Taxi (Vehicle For Hire)
(DOL)

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.

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.

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. Another option we may explore is requesting to extend the time to license period.

In addition, Department of Natural Resources outdoor burning permits are the only remaining permit that does not report timeliness information. Therefore, ORIA recommends it as a priority improvement area to come into compliance with Chapter 43.42A RCW.

Please see [Appendix D](#) for details on permits identified as most in need of improvement.

Individual agency reports

Individual agency reports are found in the following three appendices for the period between Jan. 1, 2016, and Dec. 31, 2017:

- [Appendix A](#) and [Appendix B](#) contain data as reported by individual agencies for 2016 and 2017, 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, number of applications received 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.
- [Appendix C](#) contains improvement efforts as reported by individual agencies, which includes a narrative summary for the target problem/opportunity, results and lessons learned.

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.

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

Appendix A: 2016 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 | No* | Yes |
| Cottage Food Operations Permit - 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 | 13 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | 3 | 3 | 8 | 1 | 1 | 4 |
| Cottage Food Operations Permit - New | 0 | No applications received in 2016 | | | | |
| Cottage Food Operations Permit - Renewal | 47 | 2.8 | 10 | 30.5 | 78 | 33.3 |
| Equine Certificate Of Veterinary Inspection and Interstate Movement Permit | 1,944 | 1 | 1 | 1 | 1 | 2 |
| Equine Semen/Embryo Import Permit | 38 | 1 | 1 | 1 | 1 | 2 |

| Permit Name | Applications Received | 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 | |
| Experimental Pesticides Use Permit - Aquatic Sites | 0 | No applications received in 2016 | | | | | |
| Experimental Pesticides Use Permit - Terrestrial Sites | 7 | 3 | 6 | 1 | 1 | 4 | |
| Feeding and Grazing Permit (Pasture to Pasture) | 110 | 1.8 | 15 | 1.4 | 11 | 3.2 | |
| Permit to Import | 7,408 | 1 | 1 | 1 | 1 | 2 | |
| Plant Sale Permit | 96 | 5.7 | 48 | 1.7 | 156 | 7.4 | |
| Seed Labeling Permit | 162 | 1.3 | 28 | 1 | 18 | 2.3 | |
| Special Poultry Permit | 5 | 3.6 | 6 | 65 | 128 | 68.6 | |
| Special Sale Permit | 80 | 4.7 | 31 | 1.6 | 22 | 6.3 | |
| Total | 9,900 | | | | | | |

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

<http://www.dahp.wa.gov/programs/shpo-compliance>

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, 2016 – Dec. 31, 2016.

Permit Performance Data

| Permit Name | Applications Received | 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 | 86 | 17.8 | 101 | 41.1 | 62 | 58.9 |
| Total | 86 | | | | | |

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 |
|---|--------------------------|---------------------------|
| Baled Agricultural Residue Interim Spot Burn Permit | Yes | Yes |
| Burn Permit - Agricultural Field | Yes | Yes |
| Burn Permit - Agricultural Pile | Yes | Yes |
| Burn Permit - Spot Burn Permit | Yes | Yes |
| Air Operating Permit | Yes | Yes |
| Air Quality Notice of Construction (NOC) Permit | Yes | Yes |
| General Order of Approval | Yes | 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 |
| Burn Permit - Land Clearing | Yes | Yes |
| Burn Permit - Special | Yes | Yes |
| Permit to Burn Flood and Storm Debris | Yes | Yes |
| Prevention of Significant Deterioration (PSD) Air Quality Permit | Yes | Yes |
| Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A) | No* | Yes |
| Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B) | Yes | Yes |
| Biosolids Management Permit | Yes | Yes |
| NPDES Aquatic Mosquito Control Permit | No* | Yes |
| NPDES Aquatic Plant and Algae Management Permit | Yes | Yes |
| Concentrated Animal Feeding Operation General Permit | No* | 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 Boatyard General Permit | No* | Yes |
| NPDES Sand & Gravel General Permit for Portable Facilities | Yes | Yes |
| NPDES Sand & Gravel General Permit for Non-Portable Facilities | No*** | Yes |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW) | Yes | Yes |

| Permit Name | Processing Time Measured | Processing Time Published |
|---|--------------------------|---------------------------|
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application | No* | Yes |
| NPDES Upland Fin-Fish Hatching and Rearing General Permit | No* | Yes |
| Industrial NPDES Individual Permit | Yes | Yes |
| NPDES Water Treatment Plant General Permit | No* | Yes |
| Reservoir Permit | Yes | Yes |
| Water Right Change | Yes | Yes |
| Dam Construction Permit | Yes | Yes |
| Water Right, New | Yes | Yes |
| 401 Water Quality Certification | Yes | Yes |
| Total | 26 | 42 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

* No applications received during reporting period.

** The “General Order Permits” are not tracked individually so the results are combined under “General Order of Approval.”

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

Permit Performance Data

| Permit Name | Applications Received | 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 |
| Baled Agricultural Residue Interim Spot Burn Permit | 6 | 1.5 | 4 | 1 | 1 | 2.5 |
| Burn Permit - Agricultural Field | 401 | 1 | 366 | 1 | 3 | 2 |
| Burn Permit - Agricultural Pile | 217 | 1.1 | 26 | 1 | 1 | 2.1 |
| Burn Permit - Spot Burn Permit | 193 | 1 | 10 | 1 | 1 | 2 |
| Air Operating Permit | 2 | 77 | 94 | 1658 | 1741 | 1735 |
| Air Quality Notice of Construction (NOC) Permit | 35 | 86 | 771 | 46 | 302 | 132 |
| General Order of Approval | 6 | 33 | 80 | 19 | 54 | 52 |
| 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 | | | | | | |

The “General Order Permits” are not tracked individually so the results are combined under “General Order of Approval”

| Permit Name | Applications Received | 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 |
| 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 | | | | | | |
| Burn Permit - Land Clearing | 38 | 1.5 | 25 | 1 | 1 | 2.5 |
| Burn Permit - Special | 104 | 1.2 | 8 | 1 | 1 | 2.2 |
| Permit to Burn Flood and Storm Debris | 5 | 2.4 | 3 | 1 | 1 | 3.4 |
| Prevention of Significant Deterioration (PSD) Air Quality Permit | 6 | 333 | 1597 | 220 | 594 | 553 |
| Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A) | 0 | No applications received in 2016 | | | | |
| Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B) | 7 | 19 | 52 | 14 | 28 | 33 |
| Biosolids Management Permit | 84 | 19.8 | 366 | 165.1 | 338 | 184.9 |
| NPDES Aquatic Mosquito Control Permit | 0 | No applications received in 2016 | | | | |
| NPDES Aquatic Plant and Algae Management Permit | 2 | 1.0 | 386 | 225.5 | 386 | 226.5 |
| Concentrated Animal Feeding Operation General Permit | 0 | No applications received in 2016 | | | | |
| NPDES Construction Stormwater General Permit | 1,020 | 42.83 | 691 | 6.75 | 610 | 49.58 |
| NPDES Fresh Fruit Packing General Permit | 4 | 96.25 | 208 | 33.5 | 131 | 129.75 |
| NPDES Industrial Stormwater General Permit Coverage | 53 | 25.92 | 347 | 25.75 | 679 | 51.67 |
| NPDES Irrigation System Aquatic Weed Control General Permit | 0 | No applications received in 2016 | | | | |
| NPDES Boatyard General Permit | 0 | No applications received in 2016 | | | | |

| Permit Name | Applications Received | 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 |
| NPDES Sand & Gravel General Permit for Portable Facilities | 5 | 162.8 | 540 | 66 | 104 | 228.8 |
| NPDES Sand & Gravel General Permit for Non-Portable Facilities | 0 | Included in "NPDES Sand & Gravel General Permit for Portable Facilities" above | | | | |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW) | 4 | 58.25 | 89 | 253.75 | 563 | 312 |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application | 0 | No applications received in 2016 | | | | |
| NPDES Upland Fin-Fish Hatching and Rearing General Permit | 0 | No applications received in 2016 | | | | |
| Industrial NPDES Individual Permit | 1 | 50 | 50 | 491 | 491 | 541 |
| NPDES Water Treatment Plant General Permit | 0 | No applications received in 2016 | | | | |
| Reservoir Permit | 1 | 5 | 5 | 5340 | 5340 | 5345 |
| Water Right Change | 275 | 27 | 2023 | 795 | 7420 | 822 |
| Dam Construction Permit | 9 | 317 | 1197 | 16 | 62 | 333 |
| Water Right, New | 130 | 6 | 5321 | 372 | 8489 | 378 |
| 401 Water Quality Certification | 46 | 68 | 360 | 134 | 351 | 202 |
| Total | 2,679 | | | | | |

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) | No* | 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, 2016 – Dec. 31, 2016.

* Partially known. Standard processing time for this permit is 30 days or fewer.

Permit Performance Data

| Permit Name | Applications Received | 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 | |
| Fish Stocking Application Permit - (Finfish) | 176 | Application and decision times are not currently being tracked Standard processing time for this permit is 30 days or fewer. | | | | |
| Fish Transport Application Permit - (Finfish) | 197 | 16.6 | 88 | 1 | 1 | 17.6 |
| Hydraulic Project Approval | 2,414 | 17.1 | 761 | 19.9 | 666 | 37 |
| Scientific Collection Permit (SCPs) | 457 | 7 | 30 | 14 | 75 | 21 |
| Shellfish Import Application Permit - (Shellfish - Import Permit) | 31 | 1 | 1 | 30 | 30 | 31 |
| Shellfish Transfer Application Permit - (Shellfish) | 112 | 1 | 1 | 30 | 30 | 31 |
| Total | 3,387 | | | | | |

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

<http://www.wsgc.wa.gov/licensing.aspx>

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 | No* | Yes |
| Recreational Gaming Activity Permit (Commercial Business) | No* | Yes |
| Recreational Gaming Activity Permit (Nonprofit) | Yes | Yes |
| Total | 2 | 6 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | |
| Manufacturer of Gambling Equipment/Paraphernalia Special Sales Permit | 0 | No applications received in 2016 | | | | |
| Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair | 2 | 9 | 12 | 15.5 | 16 | 24.5 |
| 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 2016 | | | | |
| Punch Board / Pull-Tab Service Business Permit | 0 | No applications received in 2016 | | | | |
| Recreational Gaming Activity Permit (Commercial Business) | 0 | No applications received in 2016 | | | | |
| Recreational Gaming Activity Permit (Nonprofit) | 8 | 7.3 | 19 | 3.4 | 13 | 10.7 |
| Total | 10 | | | | | |

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 | No | Yes |
| Recreational Water Contact Facility Construction Permit | Yes | Yes |
| Recreational Water Contact Facility Operating Permit | No | Yes |
| Water Recreation Facility Construction Permit | Yes | Yes |
| Water Recreation Facility Operating Permit | Yes | Yes |
| Shellfish Export Certificate | Yes | Yes |
| Shellfish Operation License | Yes | Yes |
| Tribal Bait Harvest Site Certificate and Bait Harvest Permit | Yes | Yes |
| Waterworks Operator Certification | No | Yes |
| Water System Construction and Operation Approval | No | Yes |
| Total | 9 | 13 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | 3,075 | 4 | 7 | 6.67 | 52 | 10.67 |
| Large On-Site Sewage System Operating Permit | 521 | 6 | 75 | 19 | 49 | 25 |
| Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility | 2 | 30.5 | 31 | 80.5 | 100 | 111 |
| Radioactive Air Emission License to Operate New Facility | 0 | No applications received in 2016 | | | | |
| Recreational Water Contact Facility Construction Permit | 2 | 50 | 51 | 1 | 1 | 51 |

| Permit Name | Applications Received | 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 | |
| Recreational Water Contact Facility Operating Permit | 0 | No applications received in 2016 | | | | | |
| Water Recreation Facility Construction Permit | 28 | 42 | 414 | 1 | 1 | 43 | |
| Water Recreation Facility Operating Permit | 34 | 23 | 382 | 1 | 1 | 24 | |
| Shellfish Export Certificate | 7,725 | 1 | 1 | 1 | 1 | 2 | |
| Shellfish Operation License | 243 | 1 | 1 | 6 | 37 | 7 | |
| Tribal Bait Harvest Site Certificate and Bait Harvest Permit | 3 | 1 | 3 | 2 | 6 | 3 | |
| Waterworks Operator Certification | 915 | 7 | 30 | Data not reported | | | |
| Water System Construction and Operation Approval | 396 | Data not reported | | | | | |
| Total | 12,944 | | | | | | |

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, 2016 – Dec. 31, 2016.

Permit Performance Data

| Permit Name | Applications Received | 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 | |
| Amusement Ride or Structure Operating Permit | 1,471 | 1 | 1 | 1 | 49 | 2 |
| Boiler/Pressure Vessel Installation or Reinstallation Permit | 1,632 | 1 | 1 | 1 | 4 | 2 |
| Construction Elevator Installation (Hoist) Permit | 66 | 4 | 11 | 4 | 11 | 8 |
| Electrical Work Permit | 143,373 | 1 | 1 | 1 | 1 | 2 |
| Elevator Installation Permit (new, renewal and alterations) | 2,827 | 8 | 33 | 8 | 33 | 16 |
| Elevator Installation Variance Permit | 57 | 14 | 41 | 2 | 41 | 16 |
| Factory Assembled Structure Permit | 10,612 | 1 | 1 | 1 | 1 | 2 |
| Minor Work Permit | 22,767 | 1 | 1 | 1 | 1 | 2 |
| Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters" | 38 | 1 | 3 | 1 | 1 | 2 |
| Rental Boiler Operating Permit | 19 | 1 | 2 | 1 | 2 | 2 |
| Total | 182,862 | | | | | |

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) | No | Yes |
| Tow Truck | No | Yes |
| Total | 2 | 4 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

Permit Performance Data

| Permit Name | Applications Received | 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 | 56 | 1.3 | 4 | 1 | 1 | 2.3 |
| Crematory | 29 | 1 | 4 | 1 | 4 | 2 |
| Taxi (Vehicle for Hire) | Data not able to be tracked in 2016 due to launching of new operating system | | | | | |
| Tow Truck | Data not able to be tracked in 2016 due to launching of new operating system | | | | | |
| Total | 613 | | | | | |

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 2 - Alcohol Permit | 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 | No* | Yes |
| Class 10 - International Trade Show permit | No* | Yes |
| Class 11 - Bed & Breakfast Permit | No* | Yes |
| Class 15 - Allowing students between 18-20 to taste but not consume alcohol. | Yes | Yes |
| Class 16 - Spa/Salon Permit | Yes | Yes |
| Raffle Permit | Yes | Yes |
| Special Permit for Winery | Yes | Yes |
| Special permit for Distilleries | Yes | Yes |
| Special permit for Breweries | Yes | Yes |
| Total | 13 | 16 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | |
| Banquet Permit | 42,339 | Automated online process where the permit is issued the same day | | | | |
| Class 1 - Alcohol Permit | 41 | 2.5 | 5 | 7.9 | 14 | 10.4 |
| Class 2 - Alcohol Permit | 356 | 2.5 | 75 | 6.5 | 14 | 9 |
| Class 4 - Serve Employee & Guest | 3 | 4 | 7 | 32.7 | 45 | 36.7 |
| Class 5 - Alcohol Permit | 66 | 2.5 | 35 | 5.5 | 14 | 8 |
| Class 6 - Alcohol Permit | 15 | 2.5 | 5 | 3.2 | 14 | 5.7 |
| Class 8 - Trade Show permits | 50 | 2.5 | 5 | 8.5 | 14 | 11 |

| Permit Name | Applications Received | 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 | |
| Class 9 - Trade Show permit/donation for delegates | 0 | No applications received in 2016 | | | | | |
| Class 10 - International Trade Show permit | 0 | No applications received in 2016 | | | | | |
| Class 11 - Bed & Breakfast Permit | 0 | No applications received in 2016 | | | | | |
| Class 15 - Allowing students between 18-20 to taste but not consume alcohol. | 7 | 2 | 5 | 7.3 | 14 | 9.3 | |
| Class 16 - Spa/Salon Permit | 135 | 2.5 | 6 | 3.7 | 14 | 6.2 | |
| Raffle Permit | 285 | 2.5 | 6 | 4.1 | 14 | 6.6 | |
| Special Permit for Winery | 36 | 1 | 4 | 4.8 | 10 | 5.8 | |
| Special permit for Distilleries | 9 | 1 | | 8 | 10 | 9 | |
| Special permit for Breweries | 4 | 1 | 4 | 1 | 10 | 2 | |
| Total | 43,346 | | | | | | |

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 | Yes | 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 | 10 | 13 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

Permit Performance Data

| Permit Name | Applications Received | Application Completion Time [Receipt to Complete Time] (days) | | Permit Decision Time [Complete to Decision Time] (days) | | Total Processing Time (days) Average ⁴ |
|--|-----------------------|---|----------------------|---|---------|--|
| | | Average ¹ | Maximum ² | Average ³ | Maximum | |
| Burn Permit (Silvicultural Burning) | 1,531 | Times unavailable for 2016 | | | | |
| Exploration Reclamation Permit | 1 | 57 | 57 | 236 | 236 | 293 |
| Forest Practices Approval/Notification - Eastern Washington, Class II | 130 | 1 | 2 | 5 | 13 | 6 |
| Forest Practices Approval/Notification - Eastern Washington, Class III | 829 | 1 | 2 | 20 | 52 | 21 |

| Permit Name | Applications Received | 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 |
| Forest Practices Approval/Notification - Eastern Washington, Class IV-General | 13 | 1 | 2 | 21 | 33 | 22 |
| Forest Practices Approval/Notification - Eastern Washington, Class IV-Special | 4 | 1 | 2 | 26 | 31 | 27 |
| Forest Practices Approval/Notification - Western Washington, Class II | 255 | 1 | 2 | 5 | 6 | 6 |
| Forest Practices Approval/Notification - Western Washington, Class III | 2,772 | 1 | 2 | 23 | 60 | 24 |
| Forest Practices Approval/Notification - Western Washington, Class IV-General | 104 | 1 | 2 | 17 | 30 | 18 |
| Forest Practices Approval/Notification - Western Washington, Class IV-Special | 85 | 1 | 2 | 27 | 35 | 28 |
| Geothermal Drilling Permit | 0 | No applications received in 2016 | | | | |
| Oil and Gas Drilling Permit | 0 | No applications received in 2016 | | | | |
| Surface Mining Reclamation Permit | 30 | 387.7 | 3503 | 221.1 | 2566 | 608.8 |
| Total | 5,754 | | | | | |

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.

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, 2016 – Dec. 31, 2016.

Permit Performance Data

| Permit Name | Applications Received | 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 | 100 | 6 | 137 | 4 | 49 | 10 |
| Filming and Photography Permit | 76 | 1 | 30 | 3 | 24 | 4 |
| Total | 176 | | | | | |

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, 2016 – Dec. 31, 2016.

Permit Performance Data

| Permit Name | Applications Received | 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 | 53,099 | 1 | 155 | 1.1 | 136 | 2.1 |
| Total | 53,099 | | | | | |

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, 2016 – Dec. 31, 2016.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | 102 | 6.3 | 300 | 9.5 | 57 | 15.8 |
| Building Move Permit | 6 | 1 | 1 | 14 | 42 | 15 |
| Canadian Weights for SR 9 Heavy Haul Corridor | 430 | 1 | 1 | 1 | 1 | 1* |
| Canadian Weights US 97 Heavy Haul Corridor | 177 | 1 | 1 | 1 | 1 | 1* |

| Permit Name | Applications Received | 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 | |
| Cell Tower Permit - Type F Access - Wireless Communication Site Access permit | 0 | No applications received in 2016 | | | | | |
| Double Trailer Monthly or Annual | 12,814 | 1 | 1 | 1 | 1 | 1* | |
| Empty Apple Bins and Hay Bales Permit | 1,078 | 1 | 1 | 1 | 1 | 1* | |
| Farm Implement Permit | 473 | 1 | 1 | 1 | 1 | 1* | |
| Log Tolerance Permit | 303 | 1 | 1 | 1 | 1 | 1* | |
| Manufactured Housing Permit Monthly or Annual | 652 | 1 | 1 | 1 | 1 | 1* | |
| Monthly Annual Fixed Load (3 or 4 axle) | 3,773 | 1 | 1 | 1 | 1 | 1* | |
| Monthly or Annual Non-Divisible Permit | 18,764 | 1 | 1 | 1 | 1 | 1* | |
| Oversize Overweight Load Permit | 149,927 | 1 | 1 | 1 | 1 | 1* | |
| Oversize Overweight Super Load Permit | 2,036 | 1 | 1 | 1 | 22 | 2 | |
| Sealed Container for SR 509 Heavy Haul Corridor | 44 | 1 | 1 | 1 | 1 | 1* | |
| Single Trailer Permit Monthly or Annual | 2,234 | 1 | 1 | 1 | 1 | 1* | |
| Temporary Additional Tonnage | 1,261 | 1 | 1 | 1 | 1 | 1* | |
| Temporary Fuel Use Permit | 6,815 | 1 | 1 | 1 | 1 | 1* | |
| Temporary License Permit | 11,938 | 1 | 1 | 1 | 1 | 1* | |
| Tow Truck Class B and C | 159 | 1 | 1 | 1 | 1 | 1* | |
| Total | 212,986 | | | | | | |

* Self-issued permits are issued the same day resulting in the combined Application Completion Time and Permit Decision Time of 1 day.

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 | No* | Yes |
| Common Carrier Permit/Freight Broker Permit | Yes | Yes |
| Household Goods Carrier Permit | Yes | Yes |
| Private Non-Profit Bus Certificate | Yes | Yes |
| Solid Waste Carrier Certificate | No | Yes |
| Total | 5 | 7 |

Time period: Jan. 1, 2016 – Dec. 31, 2016.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | 6 | 72.2 | 141 | 3.3 | 15 | 75.5 |
| Charter and Excursion Bus Certificate | 32 | 24.9 | 99 | 8.9 | 113 | 33.8 |
| Commercial Ferry Certificate | 0 | No applications received in 2016 | | | | |
| Common Carrier Permit/Freight Broker Permit | 687 | 6.5 | 175 | 1 | 77 | 7.5 |
| Household Goods Carrier Permit | 38 | 26 | 142 | 1 | 1 | 27 |
| Private Non-Profit Bus Certificate | 2 | 27 | 50 | 47.5 | 94 | 74.5 |
| Solid Waste Carrier Certificate | 0 | No applications received in 2016 | | | | |
| Total | 765 | | | | | |

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: 2017 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 |
| | 11 | 12 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | |
| Collective Experimental Pesticide Use Permit | 41 | 1 | 1 | 1 | 1 | 2 |
| Cottage Food Operations Permit - New and Renewal | 53 | 17 | 150 | 62 | 164 | 79 |
| Equine Certificate Of Veterinary Inspection and Interstate Movement Permit | 3,465 | 1 | 1 | 1 | 1 | 2 |
| Equine Semen/Embryo Import Permit | 29 | 1 | 1 | 1 | 1 | 2 |
| Experimental Pesticides Use Permit - Aquatic Sites | 0 | No permits were received in 2017 | | | | |

| Permit Name | Applications Received | 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 |
| Experimental Pesticides Use Permit - Terrestrial Sites | 18 | 13.11 | 54 | 2 | 8 | 15.11 |
| Feeding and Grazing Permit (Pasture to Pasture) | 115 | 1.02 | 6 | 1 | 6 | 2.02 |
| Permit to Import | 7,435 | 1 | 1 | 1 | 1 | 2 |
| Plant Sale Permit | 88 | 6.6 | 38 | 1.1 | 8 | 7.7 |
| Seed Labeling Permit | 153 | 1 | 63 | 3.9 | 28 | 4.9 |
| Special Poultry Permit | 15 | 1 | 1 | 66 | 239 | 67 |
| Special Sale Permit | 69 | 4.94 | 6 | 1.73 | 27 | 6.67 |
| Total | 11,481 | | | | | |

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

<http://www.dahp.wa.gov/programs/shpo-compliance>

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, 2017 – Dec. 31, 2017.

Permit Performance Data

| Permit Name | Applications Received | 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 | 67 | 18.1 | 182 | 46.7 | 67 | 64.8 |
| Total | 67 | | | | | |

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 |
|---|--------------------------|---------------------------|
| Baled Agricultural Residue Interim Spot Burn Permit | Yes | Yes |
| Burn Permit - Agricultural Field | Yes | Yes |
| Burn Permit - Agricultural Pile | Yes | Yes |
| Burn Permit - Spot Burn Permit | Yes | Yes |
| Air Operating Permit | Yes | Yes |
| Air Quality Notice of Construction (NOC) Permit | Yes | Yes |
| General Order of Approval for Asphalt Plants | Yes | 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 |
| Burn Permit - Land Clearing | Yes | Yes |
| Burn Permit – Special | Yes | Yes |
| Permit to Burn Flood and Storm Debris | Yes | Yes |
| Prevention of Significant Deterioration (PSD) Air Quality Permit | Yes | Yes |
| Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A) | No** | Yes |
| Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B) | Yes | Yes |
| Biosolids Management Permit | Yes | Yes |
| NPDES Aquatic Mosquito Control Permit | No** | Yes |
| NPDES Aquatic Plant and Algae Management Permit | Yes | Yes |
| Concentrated Animal Feeding Operation 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 Boatyard General Permit | Yes | Yes |
| NPDES Sand & Gravel General Permit for Portable Facilities | Yes | Yes |
| NPDES Sand & Gravel General Permit for Non-Portable Facilities | Yes | Yes |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW) | Yes | Yes |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application | No** | Yes |
| NPDES Upland Fin-Fish Hatching and Rearing General Permit | No** | Yes |
| Industrial NPDES Individual Permit | Yes | Yes |
| NPDES Water Treatment Plant General Permit | No** | Yes |
| Reservoir Permit | No** | Yes |
| Water Right Change | Yes | Yes |
| Dam Construction Permit | Yes | Yes |
| Water Right, New | Yes | Yes |
| 401 Water Quality Certification | Yes | Yes |
| | 27 | 41 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

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

** No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 |
| Baled Agricultural Residue Interim Spot Burn Permit | 12 | 1 | 3 | 1 | 1 | 2 |
| Burn Permit - Agricultural Field | 390 | 1 | 5 | 1 | 1 | 2 |
| Burn Permit - Agricultural Pile | 205 | 1 | 4 | 1 | 3 | 2 |
| Burn Permit - Spot Burn Permit | 154 | 1 | 5 | 1 | 1 | 2 |
| Air Operating Permit | 3 | 60 | 60 | 1148 | 1148 | 1208 |
| Air Quality Notice of Construction (NOC) Permit | 37 | 99 | 1495 | 65 | 217 | 164 |
| General Order of Approval for Asphalt Plants | 10 | 19 | 106 | 21 | 54 | 40 |
| 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 | | | | | | |
| Burn Permit - Land Clearing | 50 | 1.8 | 4 | 1 | 1 | 2.8 |
| Burn Permit - Special | 123 | 1 | 5 | 1 | 1 | 2 |
| Permit to Burn Flood and Storm Debris | 2 | 1 | 1 | 1 | 1 | 2 |
| Prevention of Significant Deterioration (PSD) Air Quality Permit | 4 | 5 | 18 | 190 | 427 | 195 |
| Dangerous Waste Treatment Storage Disposal Facility - New Permit (Part A) | 0 | No applications were received in 2017 | | | | |

All permit data for "General Orders" are summed as "General Order of Approval for Asphalt Plants"

| Permit Name | Applications Received | 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 |
| Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B) | 4 | 20 | 80 | 13 | 50 | 33 |
| Biosolids Management Permit | 13 | 385.9 | 900 | 246.7 | 676 | 632.6 |
| NPDES Aquatic Mosquito Control Permit | 0 | No applications were received in 2017 | | | | |
| NPDES Aquatic Plant and Algae Management Permit | 16 | 51.75 | 165 | 51.75 | 165 | 103.5 |
| Concentrated Animal Feeding Operation General Permit | 12 | 38.25 | 61 | 35.08 | 60 | 73.33 |
| NPDES Construction Stormwater General Permit | 950 | 40.38 | 949 | 3.22 | 552 | 43.6 |
| NPDES Fresh Fruit Packing General Permit | 1 | 48 | 48 | 1 | 1 | 49 |
| NPDES Industrial Stormwater General Permit Coverage | 35 | 35.97 | 252 | 24.47 | 317 | 60.44 |
| NPDES Irrigation System Aquatic Weed Control General Permit | 0 | No applications were received in 2017 | | | | |
| NPDES Boatyard General Permit | 1 | 27 | 27 | 1 | 1 | 28 |
| NPDES Sand & Gravel General Permit for Portable Facilities | 9 | 65.3 | 151 | 1.9 | 6 | 67.2 |
| NPDES Sand & Gravel General Permit for Non-Portable Facilities | 0 ⁵ | No applications were received in 2017 | | | | |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW) | 1 | 494 | 494 | 36 | 36 | 530 |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to Ground Water by Land Treatment or Application | 0 | No applications were received in 2017 | | | | |
| NPDES Upland Fin-Fish Hatching and Rearing General Permit | 0 | No applications were received in 2017 | | | | |
| Industrial NPDES Individual Permit | 1 | 210 | 210 | 36 | 36 | 246 |
| NPDES Water Treatment Plant General Permit | 0 | No applications were received in 2017 | | | | |
| Reservoir Permit | 0 | No applications were received in 2017 | | | | |

| Permit Name | Applications Received | 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 |
| Water Right Change | 160 | 7 | 223 | 484 | 5943 | 491 |
| Dam Construction Permit | 5 | 174 | 392 | 33 | 102 | 207 |
| Water Right, New | 113 | 8 | 4316 | 971 | 11087 | 979 |
| 401 Water Quality Certification | 38 | 76 | 333 | 145 | 365 | 221 |
| Total | 2,349 | | | | | |

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

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 | No |
| Hydraulic Project Approval | Yes | No |
| Scientific Collection Permit (SCPs) | Yes | No |
| Shellfish Import Application Permit - (Shellfish - Import Permit) | Yes | Yes |
| Shellfish Transfer Application Permit - (Shellfish) | Yes | Yes |
| Total | 6 | 3 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

Permit Performance Data

| Permit Name | Applications Received | 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) | 30 | 4.16 | 25.5 | 7.89 | 35.99 | 12.05 |
| Fish Transport Application Permit - (Finfish) | 216 | 20.5 | 105 | 1 | 5 | 21.5 |
| Hydraulic Project Approval | 2,442 | 11.9 | 468 | 19.6 | 256 | 31.5 |
| Scientific Collection Permit (SCPs) | 343 | 4.2 | 152 | 41 | 219 | 45.2 |
| Shellfish Import Application Permit - (Shellfish - Import Permit) | 41 | 1 | 1 | 30 | 60 | 31 |
| Shellfish Transfer Application Permit - (Shellfish) | 106 | 1 | 1 | 30 | 60 | 31 |
| Total | 3,178 | | | | | |

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

<http://www.wsgc.wa.gov/licensing.aspx>

Permits Tracked by Agency

| 1 | 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 | No* | Yes |
| Recreational Gaming Activity Permit (Commercial Business) | No* | Yes |
| Recreational Gaming Activity Permit (Nonprofit) | Yes | Yes |
| Total | 2 | 6 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | Application Completion Time [Receipt to Complete Time] (days) | | Permit Decision Time [Complete to Decision Time] (days) | | Total Processing Time (days) Average ⁴ |
|---|-----------------------|---|----------------------|---|---------|--|
| | | Average ¹ | Maximum ² | Average ³ | Maximum | |
| Manufacturer of Gambling Equipment/Paraphernalia Special Sales Permit | 0 | No applications received in 2017 | | | | |
| Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair | 2 | 7 | 10 | 2 | 3 | 8 |
| 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 2017 | | | | |
| Punch Board / Pull-Tab Service Business Permit | 0 | No applications received in 2017 | | | | |
| Recreational Gaming Activity Permit (Commercial Business) | 0 | No applications received in 2017 | | | | |
| Recreational Gaming Activity Permit (Nonprofit) | 8 | 9 | 42 | 1 | 1 | 10 |
| Total | 10 | | | | | |

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 | No |
| Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility | Yes | No |
| Radioactive Air Emission License to Operate New Facility | No* | No |
| Recreational Water Contact Facility Construction Permit | Yes | No |
| Recreational Water Contact Facility Operating Permit | No* | No |
| Water Recreation Facility Construction Permit | Yes | No |
| Water Recreation Facility Operating Permit | Yes | No |
| Shellfish Export Certificate | Yes | No |
| Shellfish Operation License | Yes | No |
| Tribal Bait Harvest Site Certificate and Bait Harvest Permit | Yes | No |
| Waterworks Operator Certification | No** | Yes |
| Water System Construction and Operation Approval | No* | Yes |
| Total | 9 | 3 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

* No applications received during reporting period.

**Once the applicant has been approved to take the exam, they have up to 12 months to schedule and sit for the exam. Health does not track the amount of time between approval and when they take the exam.

Permit Performance Data

| Permit Name | Applications Received | 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 | 3,598 | 1 | 1 | 11.91 | 84 | 12.91 |
| Large On-Site Sewage System Operating Permit | 508 | 3 | 9 | 3 | 9 | 6 |
| Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility | 20 | 14.25 | 35 | 34.84 | 129 | 49.09 |
| Radioactive Air Emission License to Operate New Facility | 0 | No applications received in 2017 | | | | |
| Recreational Water Contact Facility Construction Permit | 2 | 6 | 8 | 6.8 | 8 | 12.8 |

| Permit Name | Applications Received | 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 | |
| Recreational Water Contact Facility Operating Permit | 0 | No applications received in 2017 | | | | | |
| Water Recreation Facility Construction Permit | 25 | 9 | 34 | 7.6 | 34 | 16.6 | |
| Water Recreation Facility Operating Permit | 39 | 1 | 1 | 11.8 | 16 | 12.8 | |
| Shellfish Export Certificate | 4,573 | 1 | 1 | 1 | 1 | 2 | |
| Shellfish Operation License | 336 | 1 | 1 | 7 | 63 | 8 | |
| Tribal Bait Harvest Site Certificate and Bait Harvest Permit | 2 | 1 | 1 | 7 | 7 | 8 | |
| Waterworks Operator Certification | 890 | 7 | 30 | #N/A ⁵ | #N/A ⁵ | #N/A | |
| Water System Construction and Operation Approval | 0 | No applications received in 2017 | | | | | |
| Total | 9,993 | | | | | | |

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.
5. Not Applicable (N/A) because once the applicant has been approved to take the exam, they have up to 12 months to schedule and sit for the exam. Health does not track the amount of time between approval and when they take the exam.

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, 2017 – Dec. 31, 2017.

Permit Performance Data

| Permit Name | Applications Received | 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 | |
| Amusement Ride or Structure Operating Permit | 1,509 | 1 | 17 | 1 | 1 | 2 |
| Boiler/Pressure Vessel Installation or Reinstallation Permit | 1,909 | 1 | 1 | 1 | 1 | 2 |
| Construction Elevator Installation (Hoist) Permit | 71 | 1 | 20 | 8 | 20 | 9 |
| Electrical Work Permit | 146,693 | 1 | 1 | 1 | 1 | 2 |
| Elevator Installation Permit (new, renewal and alterations) | 2,994 | 1 | 49 | 12 | 49 | 13 |
| Elevator Installation Variance Permit | 54 | 1 | 114 | 27 | 114 | 28 |
| Factory Assembled Structure Permit | 11,326 | 1 | 1 | 1 | 1 | 2 |
| Minor Work Permit | 23,515 | 1 | 1 | 1 | 1 | 2 |
| Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters" | 20 | 1 | 17 | 2.5 | 17 | 3.5 |
| Rental Boiler Operating Permit | 17 | 1 | 1 | 1 | 1 | 2 |
| Total | 188,108 | | | | | |

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 | No |
| Crematory | Yes | No |
| Taxi (Vehicle for Hire) | Yes | Yes |
| Tow Truck | Yes | Yes |
| Total | 4 | 2 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

Permit Performance Data

| Permit Name | Applications Received | 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 | 23 | 1 | 4 | 1 | 1 | 2 |
| Crematory | 46 | 1.4 | 8 | 1 | 1 | 2.4 |
| Taxi (Vehicle for Hire) | 375 | 31 | 238 | 1 | 1 | 32 |
| Tow Truck | 34 | 40 | 266 | 1 | 1 | 41 |
| Total | 478 | | | | | |

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 2 - Alcohol Permit | 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 |
| 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 |
| Raffle Permit | Yes | Yes |
| Special Permit for Winery | Yes | Yes |
| Special permit for Distilleries | Yes | Yes |
| Special Permit for Breweries | Yes | Yes |
| Permit for private nonprofit auctions | Yes | Yes |
| Total | 16 | 17 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | |
| Banquet Permit | 42,914 | Automated online process where the permit is issued the same day | | | | |
| Class 1 - Alcohol Permit | 42 | 2 | 5 | 8 | 14 | 16 |
| Class 2 - Alcohol Permit | 530 | 2 | 5 | 8 | 14 | 16 |
| Class 4 - Serve Employee & Guest | 9 | 3 | 7 | 11 | 45 | 22 |
| Class 5 - Alcohol Permit | 141 | 2 | 5 | 8 | 14 | 16 |
| Class 6 - Alcohol Permit | 21 | 2 | 5 | 28 | 14 | 37 |
| Class 8 - Trade Show permits | 206 | 4 | 5 | 6 | 14 | 12 |

| Permit Name | Applications Received | Application Completion Time [Receipt to Complete Time] (days) | | Permit Decision Time [Complete to Decision Time] (days) | | Total Processing Time (days) Average ⁴ |
|--|-----------------------|---|----------------------|---|---------|--|
| | | Average ¹ | Maximum ² | Average ³ | Maximum | |
| Class 9 - Trade Show permit/donation for delegates. | 2 | 2 | 5 | 2 | 14 | 4 |
| Class 10 - International Trade Show permit | 0 | No applications received in 2017 | | | | |
| Class 11 - Bed & Breakfast Permit | 1 | 4 | 4 | 19 | 19 | 23 |
| Class 15 - Allowing students between 18-20 to taste but not consume alcohol. | 13 | 5 | 5 | 5 | 14 | 10 |
| Class 16 - Spa/Salon Permit | 267 | 2 | 5 | 7 | 14 | 14 |
| Raffle Permit | 275 | 3 | 5 | 5 | 14 | 10 |
| Special Permit for Winery | 132 | 2 | 5 | 7 | 10 | 14 |
| Special permit for Distilleries | 8 | 2 | 5 | 8 | 10 | 16 |
| Special Permit for Breweries | 5 | 2 | 5 | 9 | 10 | 18 |
| Permit for private nonprofit auctions | 31 | 5 | 7 | 5 | 14 | 10 |
| Total | 44,597 | | | | | |

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 |
| | 9 | 13 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

*Unable to track permit data for maximum and averages.

**No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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) | 1,402 | Unable to track permit data for maximums and averages | | | | |
| Exploration Reclamation Permit | 0 | No applications received in 2017 | | | | |
| Forest Practices Approval/Notification - Eastern Washington, Class II | 152 | 1 | 2 | 6 | 8 | 7 |
| Forest Practices Approval/Notification - Eastern Washington, Class III | 820 | 1 | 2 | 21 | 51 | 22 |

| Permit Name | Applications Received | 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 |
| Forest Practices Approval/Notification - Eastern Washington, Class IV-General | 12 | 1 | 2 | 23 | 31 | 24 |
| Forest Practices Approval/Notification - Eastern Washington, Class IV-Special | 5 | 1 | 2 | 23 | 28 | 24 |
| Forest Practices Approval/Notification - Western Washington, Class II | 221 | 1 | 2 | 5 | 14 | 6 |
| Forest Practices Approval/Notification - Western Washington, Class III | 2,863 | 1 | 2 | 23 | 60 | 24 |
| Forest Practices Approval/Notification - Western Washington, Class IV-General | 118 | 1 | 2 | 22 | 30 | 23 |
| Forest Practices Approval/Notification - Western Washington, Class IV-Special | 74 | 1 | 2 | 27 | 30 | 28 |
| Geothermal Drilling Permit | 0 | No applications received in 2017 | | | | |
| Oil and Gas Drilling Permit | 0 | No applications received in 2017 | | | | |
| Surface Mining Reclamation Permit | 39 | 126 | 2982 | 251 | 972 | 376 |
| Total | 5,706 | | | | | |

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.

Parks & Recreation Commission

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

Permits Tracked by Agency

| Permit Name | Processing Time Measured | Processing Time Published |
|--------------------------------|--------------------------|---------------------------|
| Commercial Use Permit | Yes | No |
| Filming and Photography Permit | Yes | No |
| Total | 2 | 0 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

Permit Performance Data

| Permit Name | Applications Received | 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 | 121 | 2.8 | 68 | 5.2 | 53 | 8 |
| Filming and Photography Permit | 51 | 3.4 | 33 | 2.2 | 22 | 5.6 |
| Total | 172 | | | | | |

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 | No |
| Total | 1 | 0 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

Permit Performance Data

| Permit Name | Applications Received | 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 | 134,052 | 1 | 264 | 1 | 250 | 2 |
| Total | 134,052 | | | | | |

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* | No |
| 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 | 19 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | 44 | 8.6 | 34.1 | 14.6 | 27.4 | 23.2 |
| Building Move Permit | 4 | 1 | 1 | 14 | 42 | 15 |
| Canadian Weights for SR 9 Heavy Haul Corridor | 389 | 1 | 1 | 1 | 1 | 1 |
| Canadian Weights US 97 Heavy Haul Corridor | 174 | 1 | 1 | 1 | 1 | 1 |

| Permit Name | Applications Received | 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 | |
| Cell Tower Permit - Type F Access - Wireless Communication Site Access permit | 0 | No applications received in 2017 | | | | | |
| Double Trailer Monthly or Annual | 12,657 | 1 | 1 | 1 | 1 | 1 | |
| Empty Apple Bins and Hay Bales Permit | 1,184 | 1 | 1 | 1 | 1 | 1 | |
| Farm Implement Permit | 451 | 1 | 1 | 1 | 1 | 1 | |
| Log Tolerance Permit | 180 | 1 | 1 | 1 | 1 | 1 | |
| Manufactured Housing Permit Monthly or Annual | 644 | 1 | 1 | 1 | 1 | 1 | |
| Monthly Annual Fixed Load (3 or 4 axle) | 3,838 | 1 | 1 | 1 | 1 | 1 | |
| Monthly or Annual Non-Divisible Permit | 18,084 | 1 | 1 | 1 | 1 | 1 | |
| Oversize Overweight Load Permit | 106,536 | 1 | 1 | 1 | 1 | 1 | |
| Oversize Overweight Super Load Permit | 1,495 | 1 | 1 | 7 | 22 | 8 | |
| Sealed Container for SR 509 Heavy Haul Corridor | 38 | 1 | 1 | 1 | 1 | 1 | |
| Single Trailer Permit Monthly or Annual | 2,842 | 1 | 1 | 1 | 1 | 1 | |
| Temporary Additional Tonnage | 1,058 | 1 | 1 | 1 | 1 | 1 | |
| Temporary Fuel Use Permit | 6,797 | 1 | 1 | 1 | 1 | 1 | |
| Temporary License Permit | 11,984 | 1 | 1 | 1 | 1 | 1 | |
| Tow Truck Class B and C | 182 | 1 | 1 | 1 | 1 | 1 | |
| Total | 168,581 | | | | | | |

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 | No* | Yes |
| Common Carrier Permit/Freight Broker Permit | Yes | Yes |
| Household Goods Carrier Permit | Yes | Yes |
| Private Non-Profit Bus Certificate | Yes | Yes |
| Solid Waste Carrier Certificate | Yes | Yes |
| Total | 6 | 7 |

Time period: Jan. 1, 2017 – Dec. 31, 2017.

* No applications received during reporting period.

Permit Performance Data

| Permit Name | Applications Received | 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 | 1 | 29 | 29 | 35 | 35 | 64 |
| Charter and Excursion Bus Certificate | 30 | 17.8 | 137 | 11.2 | 85 | 29 |
| Commercial Ferry Certificate | 0 | No applications were received in 2017 | | | | |
| Common Carrier Permit/Freight Broker Permit | 661 | 13 | 156 | 1 | 6 | 14 |
| Household Goods Carrier Permit | 47 | 20.8 | 85 | 1 | 1 | 21.8 |
| Private Non-Profit Bus Certificate | 1 | 4 | 4 | 40 | 40 | 44 |
| Solid Waste Carrier Certificate | 3 | 56.7 | 73 | 1 | 1 | 57.7 |
| Total | 743 | | | | | |

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: Improvement efforts by individual agency

Agriculture

Cottage Food Operations Permit - new and renewal

Target problem/opportunity: 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.

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.

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.

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.

Results: WSDA is continuing to evaluate where the process can be streamlined without impacting the safety of the consumer.

Lessons learned: WSDA has learned that we need to be flexible and continue to look for opportunities to improve the process to find efficiencies. Continued outreach to customers and maintaining online tools to help applicants complete their application continue to be extremely important to help applicants through the process.

Special Sale Permit

Target problem/opportunity: The target problem for the Special Sale Permit was a staffing shortage in 2017, creating some delays in reviewing and approving permits. The program responsible for the permit has completed hiring to fill the vacant positions.

Results: WSDA anticipates that the added staff will improve the Permit Decision Time for the Special Sale Permit in 2018.

Lessons learned: No data submitted.

Archaeology & Historic Preservation

Archaeological Site Alteration and Excavation Permit

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: All Permit processing times include the 30-day external stakeholder and Tribal comment period. To understand the actual time DAHP spends processing permit applications, the Maximum Number of Calendar Days should be reduced by 30 days. The current permit process works well, but DAHP is rule making to create a streamlined permit for common monitoring projects, by simplifying the application process and making applications easier to understand by the reviewers, hence shortening time spent applying, reviewing and commenting. DAHP is also developing an online project submittal dashboard, which will include an "EPermit" application process, in which applications can be uploaded and status updates can be observed at any time by the applicant or commenting parties.

Lessons learned: No data submitted.

Ecology

All permits

Target Problem / Opportunity: "Ecology has identified the Survey of Permitted and Inspected Customers ("Customer survey") as one method for identifying improvements to our permit processes. Goals of the survey are to:

1. Quantify customer satisfaction with the quality of our services (courteousness, helpfulness, responsiveness, and professionalism).
2. Obtain customer opinion about the clarity, timeliness and predictability of our permitting processes and regulatory requirements.

To gain a better understand of customer feedback related to timeliness Ecology analyzed responses to the following questions in the survey:

- Question 16: Percent of customers that agreed or strongly agreed that Ecology staff informed them what was needed to submit a complete permit application
- Question 18: Percent of customers that agreed or strongly agreed that Ecology staff informed them how long it would take to get a permit decision
- Question 22: Percent of customers that agreed or strongly agreed that the permit decision was timely
- Question 25: Percent of customers that agreed or strongly agreed that the time required to issue the permit was reasonable"

Results: 2016 agency-wide survey results (related to permit timeliness) are as follows (survey respondents 2,207):

- Question 16: Percent of customers that agreed or strongly agreed that Ecology staff informed them what was needed to submit a complete permit application (86%)
- Question 18: Percent of customers that agreed or strongly agreed that Ecology staff informed them how long it would take to get a permit decision (73%)
- Question 22: Percent of customers that agreed or strongly agreed that the permit decision was timely (77%)
- Question 25: Percent of customers that agreed or strongly agreed that the time required to issue the permit was reasonable (77%)

Visit our customer survey website at: <https://ecology.wa.gov/About-us/Accountability-transparency/Customer-survey-results>

Lessons learned: Ecology is publishing our 2016 customer survey results in February 2016. So far we've learned, our agency level results show our scores for some of these questions went down. The change in scores could be related to using a different survey method for the 2016 survey. Each

program will review their results for these questions, along with the rest of the survey results, and where appropriate will identify action items where they see opportunities for improvement.

All permits

Target Problem / Opportunity: Usability testing showed the success rate for customers finding the information they need on our web site was 30% in March 2015.

Results: After making improvements to our web site, usability testing showed the success rate improved to 70% in June 2017.

Lessons learned: As part of the web transformation, we learned that we have a lot of information on our web site, but it is not easy to find what you are looking for. We needed to provide Writing for the Web training to help our web authors write easy to read content. We are not our audience - 79% of our audience is government and business and 21% is scientists, residents, non-profits, educators, and students. We fully launched our new web site in December 2017.

Construction Stormwater General Permit

Target Problem / Opportunity: Reduce the amount of time and cost related to preparing and mailing the permit coverage packet.

Results: We eliminated the paper packet. We replaced it with a single page letter that described to permittees where they could access the information online. This reduced paper and postage and preparation costs for paper packets. It also made it more convenient for our customers with less paper to track and file. Results data will be available in April 2018.

Lessons learned: Many customers with multiple coverages do not want multiple hard copies. There is no legal reason permittees and staff can't be allowed to access all of the documents on a laptop, tablet or phone.

401 Water Quality Certification

Target Problem / Opportunity: Ensure the number of days it takes to make a final decision on a 401 Water Quality Certification, from receipt of the initial request to issuance of a decision remains within the targeted 275 days.

Results: Ecology made 38 decisions in 2017 with an average 221 days per decision. Ecology will continue to monitor to ensure decision timeframes remain within the target of 275 days.

Lessons learned: We have learned from our applicants that increased transparency in the 401 review process would be helpful. Following information gathering workshops, we have taken steps toward designing an external viewer for our project database - allowing our customers to search for their projects to see where they are in the 401 review process.

Fish & Wildlife

No permits reported for improvement efforts

Target Problem / Opportunity: No data submitted

Results: No data submitted

Lessons Learned: No data submitted

Gambling Commission

Recreational Gaming Activity Permit (Nonprofit)

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

Results: We will provide applicants with clear instructions on the information they need to provide with the application.

Lessons Learned: Providing applicants with a detailed list of what they need to include with their application reduces the number of incomplete applications.

Health

Shellfish Operation License

Target Problem / Opportunity: Start of Quality improvement process identified an average of 13 business days to process shellstock shipper and schucker packer renewal license applications compared to our target of 9 days.

Results: QI process produced a 53% (6 days) reduction in days needed to process.

Lessons Learned: No data submitted

Labor & Industries

Amusement Ride or Structure Operating Permit

Target Problem / Opportunity: Applications are often sent in incomplete. Signature blocks are missed, and required documentation left out.

Results:

Improved application, including: increasing point size; and making form available online.

Lesson Learned: Since application changes were made in October 2017, it's too early to measure the results.

Construction Elevator Installation (Hoist) Permit

Target Problem / Opportunity: Delays in permit processing. The program performed a Web Site Usability Study to assess and improve the Elevator Program's web site user's experience. Usability and web improvements focused on paying an invoice, looking up or scheduling an inspection, finding forms and contact information, renewing licenses, submitting plans, and understanding rule changes.

The program has added staff reviewing permit applications to ensure they are completed properly. Two technical specialists to process permits have been added to decrease permit processing times.

Results: First round usability testing for the web site completed. Customer feedback received on submitting permits and plans to be used in process requirements mapping sessions in 2018.

Lesson Learned: Need to update permit application to include email address for company representative.

Elevator Installation Permit (new, renewal and alterations)

Target Problem / Opportunity: Delays in permit application times are caused when customers need to submit additional information without adequate review staff.

This year, the Elevator Program launched an online plan submittal process, where the contractor can submit a copy of their paid permit application and their plans.

The effort has already provided an online training session detailing the process for submitting online plans. A second training session was held at a stakeholder meeting in early spring 2018. The outcome will be reported in 2018.

The program has performed a Web Site Usability Study. The study assessed and offered improvements to the Elevator Program's web site user's experience. The usability and web improvements focused on paying an invoice, looking up or scheduling an inspection, finding forms and contact information, renewing licenses, submitting plans, and understanding rule changes.

The program has added two additional technical specialists who review permit applications to ensure they are completed properly. . This will help to decrease the permit processing times.

Results: First round usability testing for the online plan submittal complete. Customers are able to submit applications and plans online and receive permits via email.

Lesson Learned: Elevator companies regularly employ new staff that are responsible for submitting their plans and permits for conveyances. Therefore, training in this area must be on-going.

The permit payment process is not linked to the permit submittal process. Payments cannot be made online, which is often confusing to new users.

Elevator Installation Variance Permit

Target Problem / Opportunity: Delays in permit processing. The program has performed a Web Site Usability Study that assessed and offered suggestions to the Elevator Program's web site user's experience. The usability and web improvements focused on paying an invoice, looking up or scheduling an inspection, finding forms and contact information, renewing licenses, submitting plans, and understanding rule changes.

The program has added two additional technical specialists who review the permit applications to ensure they are completed properly. This will help to decrease the permit processing times.

Results: First round usability testing for the web site complete. Feedback received from customers on submitting permits and plans. Feedback to be used in process requirements mapping sessions in 2018.

Lesson Learned: No data submitted

Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters"

Target Problem / Opportunity: The permit is now in digital format and available online.

Results: No data submitted

Lesson Learned: No data submitted

Licensing

For Hire

Target Problem / Opportunity: In December of 2016, For Hire implemented a new operating system, likewise in mid 2016 our supporting agency also implemented a new system. With implementation of the new operating systems there were learning curves in 2017. While working through learning curves opportunity for system enhancement was identified to improve staff processing of permits.

Results: Requests for system enhancements were outlined and submitted to improve permit processing.

Documentation to support staff learn the new systems was created.

Lesson Learned: No data submitted

Tow Truck

Target Problem / Opportunity: In December of 2016, Tow Truck implemented a new operating system, likewise in mid 2016 our supporting agency also implemented a new system. With implementation of the new operating systems, there were learning curves in 2017. While working through learning curves opportunity for system enhancement was identified to improve staff processing of permits.

Results: Requests for system enhancements were outlined and submitted to improve permit processing.

Documentation to support staff learn the new systems was created.

Lesson Learned: No data submitted

Liquor & Cannabis Board

Class 16 - Spa/Salon Permit

Target Problem / Opportunity: Application required other documents that were hard to get from the applicant after they filed the initial application. We combined the acknowledgement form and the application so no other documentation was needed to apply.

Results: Applicants reported the process was easier.

Lessons Learned: Document needed prior to combining was left online and there was some confusion about it being needed still after the application was updated. Staff thought it important to leave it there for those in the process already and we found it still created more confusion. We are looking at trying to do the same with one or two applications.

All permits reported

Target Problem / Opportunity: We are undergoing a complete systems change to our licensing and enforcement systems. With this upgrade we intend for all permits to be processed online and to be paid for online. Currently our Banquet Permit is the only permit you can apply for, pay for and receive online.

Results: No data submitted

Lessons Learned: No data submitted

Natural Resources

No permits reported for improvement efforts

Target Problem / Opportunity: No data submitted

Results: No data submitted

Lessons Learned: No data submitted

Parks & Recreation Commission

Film Permit

Target Problem / Opportunity: Washington State Parks has improved our internal procedure to the permitting process by ensuring better agency SEPA review or exemption by our stewardship department.

Results: No data submitted

Lessons Learned: No data submitted

Revenue

Reseller Permit

Target Problem / Opportunity: On March 19, 2018, DOR will launch My DOR as the secure portal for all online services. Taxpayers will be able to access all tax and business licensing accounts using a SecureAccess Washington (SAW) login. We are retiring our existing online service portal, My Account, and taxpayers will begin applying for and accessing reseller permits online in My DOR.

Results: This improvement is scheduled for March 19, 2018.

Lessons Learned: No data submitted

Transportation

Access Connection Permit

Target Problem / Opportunity: The Access Connection Permit system was built in the PowerBuilder program, as the Roadway Access Management Permit System (RAMPS) in 1991. This system has limited ability for upgrading or incorporating new technological applications, and does not allow a user-friendly interface between WSDOT, public agencies and developers.

Results: WSDOT is working with their IT department to update, or replace, this permitting system which will facilitate trust and collaboration with applicants, provide consistency statewide, and provide reporting ability for annual review.

Lessons Learned: Coordination is the key; and you need to go slow to go fast. This means one needs to include people from disparate offices and locations, identify their needs, and create a path forward. It is exceptionally time-consuming.

Utilities & Transportation Commission

Auto Transportation and Bus Certificate, Charter and Excursion Bus Certificate, Commercial Ferry Certificate, Household Goods Carrier Permit, Private Non-Profit Bus Certificate and Solid Waste Carrier Certificate

Target Problem / Opportunity: Current applications are online, however, carriers must complete and then print, scan/email, fax or mail to UTC. Carriers were submitting incomplete/incorrect applications. Hyperlinks to other related agencies would be helpful, such as, the Secretary of State, Business Licensing Services, Federal Motor Carrier Safety Administration, etc. Processing payments was time-consuming.

Results: The permit and certificates listed here make up 11% of permits processed during 2017. Licensing Services added hyperlinks to related agencies and implemented online processing of applications and payment. These changes should reduce overall processing time. Electronic signatures is a commission-wide effort that will take place in the next year or so.

Lessons Learned: It's important to include all sections impacted by changes when discussing and implementing new processes.

Common Carrier/Freight Broker Permit

Target Problem / Opportunity: Current applications are online, however, carriers must complete and then print, scan/email, fax or mail to UTC. Carriers were submitting incomplete/incorrect applications. Hyperlinks to other related agencies would be helpful, such as, the Secretary of State, Business Licensing Services, Federal Motor Carrier Safety Administration, etc. Processing payments was time-consuming.

Results: The majority of permits processed in 2017 (89%) is the common carrier permit. In 2016, Licensing Services improved the application for customer clarity and shortened the length by eliminating unnecessary information. In 2017, we added hyperlinks to related agencies. We also implemented online processing of applications and payment. Electronic signatures is a commission-wide effort that will take place in the next year or so.

Lessons Learned: It's important to include all sections impacted by changes when discussing and implementing new processes.

Appendix D: 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 2017 data to baseline 2015 data. Any permits with incomplete “application completion time” or “permit decision time” or no permits processed or significant changes in the way permit times were tracked were excluded from the analysis. Of the 154 reported permits types, 106 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 2017 relative to the 2015 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 2017 relative to the 2015 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 2015 are listed below and include performance data for total average processing times as well as permit volumes.

| Permit (Agency) | Total Average Processing Time | | | Permit Volume | | |
|---|-------------------------------|------|------|---------------|-------|-------|
| | 2015 | 2016 | 2017 | 2015 | 2016 | 2017 |
| Class 11 - Bed & Breakfast Permit (LCB) | 34 | 0 | 23 | 2 | 0 | 1 |
| Class 16 - Spa/Salon Permit (LCB) | 12 | 6 | 9 | 14 | 135 | 267 |
| Class 2 - Alcohol Permit (LCB) | 11 | 9 | 10 | 447 | 356 | 530 |
| Class 4 - Serve Employee & Guest (LCB) | 18 | 37 | 14 | 4 | 3 | 9 |
| Class 5 - Alcohol Permit (LCB) | 11 | 8 | 10 | 106 | 66 | 141 |
| Class 6 - Alcohol Permit (LCB) | 12 | 6 | 10 | 26 | 15 | 21 |
| Commercial Use Permit (PARKS) | 14 | 10 | 8 | 93 | 100 | 121 |
| Construction Elevator Installation (Hoist) Permit (LNI) | 20 | 8 | 9 | 67 | 66 | 71 |
| Dangerous Waste Treatment Storage and Disposal Facility - Modification (Part B) (ECY) | 188 | 33 | 33 | 5 | 7 | 4 |
| Drinking Water Operating Permit (DOH) | 49 | 11 | 13 | 3,396 | 3,075 | 3,598 |

| | | | | | | |
|--|-------|-----|-----|-------|-------|-------|
| Elevator Installation Permit (new, renewal and alterations) (LNI) | 22 | 16 | 13 | 159 | 2,827 | 2,994 |
| Elevator Installation Variance Permit (LNI) | 52 | 16 | 28 | 64 | 57 | 54 |
| Hydraulic Project Approval (WDFW) | 34 | 37 | 32 | 2,334 | 2,414 | 2,442 |
| Industrial NPDES Individual Permit (ECY) | 586 | 541 | 246 | 2 | 1 | 1 |
| Large On-Site Sewage System Operating Permit (DOH) | 23 | 25 | 6 | 376 | 521 | 508 |
| NPDES Aquatic Plant and Algae Management Permit (ECY) | 227 | 53 | 104 | 2 | 27 | 16 |
| NPDES Construction Stormwater General Permit (ECY) | 49 | 50 | 44 | 847 | 1,020 | 950 |
| NPDES Fresh Fruit Packing General Permit (ECY) | 83 | 130 | 49 | 1 | 4 | 1 |
| NPDES Sand & Gravel General Permit for Portable Facilities (ECY) | 99 | 229 | 67 | 11 | 5 | 9 |
| Permit for Nonprofit Organizations to Conduct Bingo at Agricultural Fair (GMB) | 13 | 25 | 8 | 2 | 2 | 2 |
| Permit to Operate Radio Signal System in Designated Area "Talkie-Tooters" (LNI) | 10 | 2 | 4 | 30 | 38 | 20 |
| Prevention of Significant Deterioration (PSD) Air Quality Permit (ECY) | 208 | 553 | 195 | 3 | 6 | 4 |
| Radioactive Air Emission Approval to Construct a New Facility or Modify an Existing Facility (DOH) | 72 | 111 | 49 | 360 | 2 | 20 |
| Seed Labeling Permit (WSDA) | 31 | 2 | 5 | 153 | 162 | 153 |
| Special Sale Permit (WSDA) | 13 | 6 | 7 | 67 | 80 | 69 |
| Surface Mining Reclamation Permit (DNR) | 394 | 609 | 376 | 36 | 30 | 39 |
| Water Recreation Facility Construction Permit (DOH) | 33 | 43 | 17 | 14 | 28 | 25 |
| Water Right Change (ECY) | 721 | 822 | 491 | 129 | 275 | 160 |
| Water Right, New (ECY) | 1,330 | 378 | 979 | 118 | 130 | 113 |

All permits with higher processing times (e.g., took longer) since 2015 are listed below. Performance data for total average processing times as well as permit volumes is also displayed. In total, 42 permits did not improve in timeliness, with the magnitude of increase ranging from fractions of a day to 406 days.

| Permit (Agency) | Total Average Processing Time | | | Permit Volume | | |
|--|-------------------------------|------|------|---------------|------|------|
| | 2015 | 2016 | 2017 | 2015 | 2016 | 2017 |
| 401 Water Quality Certification (ECY) | 158 | 202 | 221 | 55 | 46 | 38 |
| Access Connection Permit (WSDOT) | 17 | 16 | 23 | 89 | 102 | 44 |
| Air Quality Notice of Construction (NOC) Permit (ECY) | 119 | 132 | 164 | 46 | 35 | 37 |
| Archaeological Site Alteration and Excavation Permit (DAHP) | 53 | 59 | 65 | 69 | 86 | 67 |
| Auto Transportation and Bus Certificate (UTC) | 35 | 76 | 64 | 3 | 6 | 1 |
| Biosolids Management Permit (ECY) | 227 | 185 | 633 | 21 | 84 | 13 |
| Burn Permit - Land Clearing (ECY) | 3 | 3 | 3 | 47 | 38 | 50 |
| Charter and Excursion Bus Certificate (UTC) | 13 | 34 | 29 | 43 | 32 | 30 |
| Class 1 - Alcohol Permit (LCB) | 8 | 10 | 10 | 9 | 41 | 42 |
| Class 15 - Allowing students between 18-20 to taste but not consume alcohol. (LCB) | 6 | 9 | 10 | 12 | 7 | 13 |
| Class 16 - Spa/Salon Permit (LCB) | 12 | 6 | 14 | 14 | 135 | 267 |
| Class 2 - Alcohol Permit (LCB) | 11 | 9 | 16 | 447 | 356 | 530 |
| Class 4 - Serve Employee & Guest (LCB) | 18 | 37 | 22 | 4 | 3 | 9 |
| Class 5 - Alcohol Permit (LCB) | 11 | 8 | 16 | 106 | 66 | 141 |

| | | | | | | |
|---|-----|-----|-----|-------|-------|-------|
| Class 6 - Alcohol Permit (LCB) | 12 | 6 | 37 | 26 | 15 | 21 |
| Class 8 - Trade Show permits (LCB) | 7 | 11 | 10 | 86 | 50 | 206 |
| Common Carrier Permit/Freight Broker Permit (UTC) | 7 | 8 | 14 | 641 | 687 | 661 |
| Crematory (DOL) | 2 | 2 | 2 | 29 | 29 | 46 |
| Dam Construction Permit (ECY) | 171 | 333 | 207 | 3 | 9 | 5 |
| Experimental Pesticides Use Permit - Terrestrial Sites (WSDA) | 9 | 4 | 15 | 20 | 7 | 18 |
| Feeding and Grazing Permit (Pasture to Pasture) (WSDA) | 2 | 3 | 2 | 109 | 110 | 115 |
| Filming and Photography Permit (PARKS) | 5 | 4 | 6 | 70 | 76 | 51 |
| Fish Transport Application Permit - (Finfish) (WDFW) | 17 | 18 | 22 | 207 | 197 | 216 |
| Forest Practices Approval/Notification - Eastern Washington, Class II (DNR) | 6 | 6 | 7 | 124 | 130 | 152 |
| Forest Practices Approval/Notification - Eastern Washington, Class III (DNR) | 20 | 21 | 22 | 941 | 829 | 820 |
| Forest Practices Approval/Notification - Eastern Washington, Class IV-General (DNR) | 23 | 22 | 24 | 4 | 13 | 12 |
| Forest Practices Approval/Notification - Eastern Washington, Class IV-Special (DNR) | 20 | 27 | 24 | 4 | 4 | 5 |
| Forest Practices Approval/Notification - Western Washington, Class III (DNR) | 18 | 24 | 24 | 3,801 | 2,772 | 2,863 |
| Forest Practices Approval/Notification - Western Washington, Class IV-General (DNR) | 22 | 18 | 23 | 75 | 104 | 118 |
| Household Goods Carrier Permit (UTC) | 22 | 27 | 22 | 29 | 38 | 47 |
| NPDES Industrial Stormwater General Permit Coverage (ECY) | 58 | 52 | 60 | 49 | 53 | 35 |

| | | | | | | |
|---|-----|-----|-----|-----|-----|-----|
| Plant Sale Permit (WSDA) | 5 | 7 | 8 | 87 | 96 | 88 |
| Private Non-Profit Bus Certificate (UTC) | 30 | 75 | 44 | 1 | 2 | 1 |
| Raffle Permit (LCB) | 7 | 7 | 8 | 113 | 285 | 275 |
| Recreational Gaming Activity Permit (Nonprofit) (GMB) | 8 | 11 | 10 | 9 | 8 | 8 |
| Solid Waste Carrier Certificate (UTC) | 33 | n/a | 58 | 1 | 0 | 3 |
| Special Permit for Distilleries (LCB) | 2 | 6 | 10 | 8 | 9 | 8 |
| Special Permit for Winery (LCB) | 2 | 6 | 14 | 34 | 36 | 132 |
| Special Poultry Permit (WSDA) | 46 | 69 | 67 | 7 | 5 | 15 |
| State Wastewater Discharge Permit to Discharge Industrial Wastewater to a Publicly-Owned Treatment Works (POTW) (ECY) | 508 | 312 | 530 | 2 | 4 | 1 |
| Taxi (Vehicle for Hire) (DOL) | 29 | n/a | 32 | 516 | 0 | 375 |
| Tow Truck (DOL) | 25 | n/a | 41 | 16 | 0 | 34 |

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 E: References

- a **Performance audit report:**
http://www.sao.wa.gov/state/Documents/PA_Regulatory_Reform_2_ar1010778.pdf
- 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 **First comprehensive report:**
https://www.oria.wa.gov/Portals/_oria/VersionedDocuments/Regulatory_Improvement/ORIA-2015-PermitTimelinessProgressReport.pdf
- e **Second comprehensive report:**
https://www.oria.wa.gov/Portals/_oria/VersionedDocuments/Regulatory_Improvement/ORIA-2016-PermitTimelinessProgressReport.pdf
- f **ORIA Central Repository:** <https://data.wa.gov/dataset/Permit-Timeliness-View/a23c-gb7b>
- g **Data.wa.gov:** <https://data.wa.gov/dataset/Permit-Timeliness-View/a23c-gb7b>
- h **Regulatory Reform: Improving Permit Timeliness:**
http://www.sao.wa.gov/state/Documents/PA_Regulatory_Reform_2_ar1010778.pdf
- i **RCW 43.42A.040(3):** <http://app.leg.wa.gov/RCW/default.aspx?cite=43.42A.040>