



## **EXECUTIVE ORDER NO. EO 03-01**

### **REGULATORY STREAMLINING**

Pursuant to my authority as Governor of the State of Oregon, I find that:

Oregon's economy is in distress. To meet this challenge, it is my highest priority over the next four years to facilitate the growth of jobs and stimulate the economy. The private sector is the engine of growth for the economy. As such, my economic development agenda seeks to create a stable climate for investment and a secure environment for business.

Governmental regulatory programs serve important goals in protecting Oregon citizens and making our state a better place to live. But, over time, regulatory processes can become outdated and inflexible. When this happens, those regulations impose unnecessary burdens on those who are regulated. Moreover, overlapping regulations and those which are inconsistently applied can result in confusion, wasted time, and duplication of effort.

The state must become more efficient and accountable to facilitate the growth of jobs and create a business suitable environment as well as to appropriately protect its citizens and our quality of life. To enable the private sector to more easily do business, and to encourage economic investment and opportunity in Oregon, state government must streamline its regulatory processes and eliminate duplicative practices. To continue protecting Oregon and our quality of life, streamlining must be accomplished without compromising necessary standards in areas such as environmental protection, land use, consumer rights, and health and safety.

### **NOW THEREFORE, IT IS HEREBY DIRECTED AND ORDERED:**

1. All state agencies that regulate business activities in Oregon shall review their regulations and regulatory processes and identify opportunities to streamline those processes to reduce regulatory burdens without compromising regulatory standards. A reviewing agency shall look for ways to achieve:
  - a. Consistency in interpretation and predictability in application of regulations on a statewide basis;
  - b. Flexible and problem-solving approaches in applying regulatory requirements, while maintaining compliance with underlying standards;
  - c. Better coordination and communication where government agencies have overlapping regulatory authority;



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- d. Faster resolution of conflicting standards;
  - e. More timely, understandable and fair permit and approval processes;
  - f. Elimination of any unnecessary paperwork, reporting or review requirements;
  - g. "User-friendly" processes, including increased use of technology to facilitate doing business with government; and
  - h. Rapid implementation of necessary changes to regulations and processes that achieve the purpose of this Executive Order.
2. All state agencies that regulate business activities in Oregon shall review and evaluate their delivery of customer service and customer satisfaction. Upon completion of review, each state agency shall develop and submit a plan to address any identified weakness and improve customer service. Agencies shall design customer surveys and other means of measuring customer satisfaction to ensure open, honest and constructive feedback. Each agency's plan shall be submitted to the Office of Regulatory Streamlining for inclusion in its annual report to the Governor as set forth in paragraph 6 of this Executive Order.
  3. There is established an Office of Regulatory Streamlining, reporting to the Director of the Department of Consumer and Business Services. The Office of Regulatory Streamlining shall work with state agencies and other public and private sector stakeholders to oversee the development and execution of actions to carry out this Executive Order. The Office of Regulatory Streamlining shall:
    - a. Assist agencies in identifying opportunities for streamlining regulations and regulatory processes;
    - b. Assist agencies to execute appropriate changes to reduce regulatory burdens;
    - c. Collect and share information concerning streamlining efforts and best practices;
    - d. Work with agencies to clarify and streamline regulatory and permitting processes that may benefit from a coordinated approach, including processes that cross agency lines, processes that involve other levels of government, or those that have been identified as creating significant and recurring barriers to economic development;
    - e. Investigate possible changes to administrative procedure laws to increase flexibility in administering regulations;

