

MAINE STATE LEGISLATURE

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OFFICE OF
THE GOVERNOR

NO. 5 FY 93/94
DATE February 25, 1994

AN ORDER ESTABLISHING THE MAINE BUSINESS ASSISTANCE CENTER
WITHIN THE DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT

WHEREAS, under their broad general mandates, the Department of Economic and Community Development currently performs information and assistance functions; and

WHEREAS, other states have found various regulatory and permitting information, assistance, facilitation, and one-stop centers to be of assistance to the business community; and

WHEREAS, the Department of Economic and Community Development completed a feasibility study for provision of these services as mandated by the Legislature in P.L. 1992 c. 826; and

WHEREAS, the creation of a Business Assistance Center could make it easier for companies to obtain the necessary applications and information; and

WHEREAS, Maine is committed to continuous improvement of the regulatory climate in which businesses operate; and

WHEREAS, the Legislature approved funding through the Economic Growth Package adopted in the 1994-95 biennial budget for the Business Assistance Center;

NOW, THEREFORE, I, JOHN R. MCKERNAN, JR., Governor of the State of Maine, do hereby establish the Maine Business Assistance Center within the Department of Economic and Community Development.

Purpose

The purpose of the Maine Business Assistance Center is to improve business and governmental relations by providing a central source for state business license and permit applications and relevant information. The present Business Answers program serves as a clearinghouse of information and referral for business activities and distributes many of the federal and state forms necessary to conduct business. The functions of the Maine

Business Assistance Center are a logical extension of these existing services.

Responsibilities

The Maine Business Assistance Center shall act as a clearinghouse of information regarding business licenses and permits. The Center and its business development advocate shall provide assistance in the form of coordinating contacts, arranging conferences, and utilizing other steps necessary to facilitate communications.

The business development advocate, established in the 1994-95 biennial budget, shall be responsible for following up on inquiries regarding the business regulatory process. The business development advocate will attempt to bring appropriate parties together early in the regulatory process. The business development advocate shall become familiar with the licensing practices, current environmental conditions and critical issues of the regulatory processes and shall advise businesses representatives of those.

State Agency Cooperation

To ensure the accurate flow of information, each state agency issuing business licenses and permits shall appoint staff members who will act as representatives of their agency on licensing and permitting issues. These agency representatives will act as point persons for communication between the Business Assistance Center and their bureau/division's licensing staff and will be responsible for providing: license and permit applications and related paperwork, license and permit application status, assistance in completing and determining appropriate license and permit applications, and information about revisions, including new and additional licenses, permits, paperwork and rules.

Each agency shall be responsible for following its own rules and regulations when issuing permits.

The Business Assistance Center will establish a central location for distribution of business license applications, relevant information, and contact persons within each agency. The actual processing and issuance of licenses and collection of fees will continue to be the responsibility of the individual agencies.

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Tracking and Monitoring

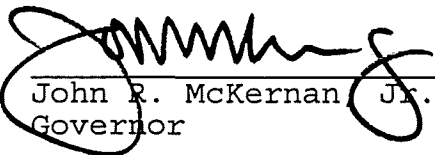
In order to monitor the effectiveness of the business development advocate function, a tracking system will be developed detailing client information, agency involvement, time expended and action taken. Agencies will periodically review the processes to seek continuous improvement in its services to customers.

Reporting

The agencies jointly shall report annually to the Governor and to the Joint Standing Committee of the Legislature having jurisdiction over economic development on the effectiveness of the program and any obstacles in running the program.

Effective Date

The effective date of this Executive Order is February 25, 1994.



John R. McKernan Jr.
Governor