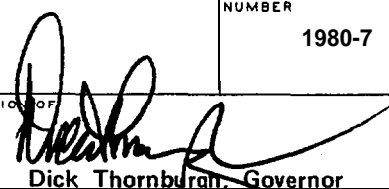


Commonwealth of Pennsylvania
GOVERNOR'S OFFICE
EXECUTIVE ORDER

SUBJECT		Small Business Service Center	NUMBER	1980-7
DATE	DISTRIBUTION	BY DIRECTION OF	 Dick Thornburgh, Governor	
February 29, 1980	B			

WHEREAS, the complexity of state government makes it difficult for businesses wishing to expand locate or do business in the Commonwealth to secure accurate, timely information; and

WHEREAS, the State's efforts in job creation can be immeasurably assisted by improving business-governmental relationships; and

WHEREAS, there does not now exist one agency to which businesses can go to determine what is required of businesses to operate in the Commonwealth; and

WHEREAS, the Commonwealth wishes to encourage the development of new jobs in the state and reduce business costs by eliminating administrative delays; and

WHEREAS, there exists forms, applications, requirements, and other material that have become obsolete or are otherwise useless; and

WHEREAS, the Economic Development Committee of the Cabinet has recommended the establishment of a Small Business Service Center that shall be a "one stop shop" for all manner of business inquiries;

NOW, THEREFORE, I, Dick Thornburgh, as Governor of the Commonwealth of Pennsylvania, do hereby establish the Small Business Service Center within the Department of Commerce.

1. Functions of the Center.

a. Serve as a business advocate and clearinghouse for business problems and issues affecting state government activities.

b. Coordinate and expedite the necessary permits for the start-up, expansion or relocation of job creation opportunities.

c. Serve as a central depository of information on state forms, applications, requirements, and other material to be provided to businesses upon request.

d. Coordinate with other state agencies to assure timely responses and actions by other state departments and agencies.

e. Provide related small business counseling and assistance services in coordination with related state programs within and outside of the Department of Commerce.

f. Serve as a referral service to direct businesses to technical assistance available from state agencies and to local and federal agencies for assistance which may also be required.

g. Develop and implement a master permit register form which businesses could use to determine the type of activities for which they need state forms, approvals or actions.

h. Cooperate with political subdivisions of the state in development of similar centers for business assistance.

i. Provide information on state government matters relating to job creation and economic development.

j. Advise businesses on the current status of approvals and other actions among and between state agencies and act to encourage timely state government action.

k. Maintain inventories of state forms, applications, and other information that can be supplied in a timely fashion to businesses requesting such information.

l. Review forms, applications, requirements, and materials in order to recommend elimination of any deemed to be obsolete or otherwise useless.

2. Cooperation by State Agencies.

All state agencies under my jurisdiction shall cooperate with the Small Business Service Center and shall provide such assistance and information as needed by the Center to carry out its functions in an effective manner.

3. Designation of Expeditors.

a. The Departments of Aging, Banking, Education, General Services, Health, Insurance, Environmental Resources, Public Welfare, State, Labor and Industry, Revenue, Community Affairs, and Transportation shall each appoint an expeditor to serve as liaison to the Center.

b. The Fish Commission, Game Commission, Liquor Control Board, Public Utility Commission, Securities Commission, Historical and Museum Commission, and the Council on the Arts shall be requested to designate expeditors to the Center.

4. Function of Expeditors.

a. Each agency expeditor shall provide the following services and assistance to the Small Business Service Center:

(1) respond within agreed upon time periods to requests for assistance to businesses;

(2) act as point of contact for his or her agency;

(3) monitor, track, and report on the progress of complaints, problems, and unresolved issues to the Center;

(4) provide information and materials including forms, requirements, and other general information; and

(5) in cases where an agency operates a decentralized permit program, the agency shall train regional staffs in activities of the Center and shall advise the Center of appropriate referrals of business inquiries.

b. The Department of Commerce and each agency requested to designate an expeditor shall use existing personnel and financial resources to implement this Executive Order.

5. This Order shall take effect April 21, 1980.