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Governor

Office of the Executive Director
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Colorado Department of Regulatory Agencies (DORA) Strategic Plan 2007

Vision Statement

Colorado's economy will thrive through a regulatory framework that protects Colorado's consumers, while fostering fair and rigorous standards for professionals and businesses.

Mission Statement

Consumer protection is our mission. DORA will achieve its mission through:

- **Communication** of consumer rights, and professional and business responsibilities
- **Consistent** application of professional standards and enforcement of regulation
- **Connection** of regulatory activities and economic development

DORA's Regulatory Philosophy

Consumer protection is good for business. "Consumer" includes all people who interact with DORA as complainants or clientele of the regulated entities. Consistent, flexible, and fair regulatory oversight assures consumers, professionals and businesses an equitable playing field. All Coloradans share a long-term, common interest in a fair marketplace where consumers are protected.

Results

DORA is a results-driven agency, seeking the following outcomes:

1. Consumers are educated about their rights and understand how the violation of those rights can be addressed and resolved.
2. Businesses and professionals are educated about consumer rights and the standards and regulations that apply.
3. Consumer complaints are resolved in a timely and efficient manner.
4. Businesses and professionals can access the regulatory process in a timely and efficient manner.
5. DORA's expertise and processes support rigorous standards and fair practices in regulated professions and businesses.
6. DORA plays an active part in improving Colorado's economic environment.