

Legislative Analysis



DEQ: UNDERTAKE "PROCESS IMPROVEMENTS"

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Senate Bill 277 (S-1)

Sponsor: Sen. Dave Hildenbrand

House Committee: Regulatory Reform

Senate Committee: Economic Development

Complete to 11-1-11

A SUMMARY OF SENATE BILL 277 AS PASSED BY THE SENATE 5-5-11

The bill would add Part 27 (Program Review) to the Natural Resources and Environmental Protection Act (NREPA) to require the Department of Environmental Quality (DEQ) to complete process improvement of one major program by February 1, 2012, and two major programs each year after that, until the department completes process improvement for all major programs. The department would not have to repeat process improvement for a program that has had one completed before the bill's effective date.

Process improvement would have to use process mapping and be conducted by a team that includes at least two certified facilitators, a representative of people regulated by the program, and a representative of members of the general public affected by the program. As part of the process, the DEQ must consider using peer reviews by other Environmental Protection Agency (EPA) Region 5 states and benchmark analyses as part of process improvement.

The DEQ would be required to develop metrics for environmental impacts, process performance, and a review of service practices affecting regulated people and the general public. For permit programs, process performance must include a calculation of the DEQ's per-permit cost to administer the program, and a review of the timeliness of the permit process from receipt to approval or denial of a permit application. The metrics must be posted on the DEQ's website.

The DEQ must survey people regulated by each division and the general public concerning the division's service practices. Surveys must be completed by February 1, 2012, and the aggregate survey results for each division must be posted online. Identifying information for survey respondents could not be posted.

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FISCAL IMPACT:

Under the provisions of Senate Bill 277, the Department of Environmental Quality would incur additional administrative costs. The amount of any increased costs is indeterminate at this time. Any additional expenses would stem from the bill's requirements that the

Department complete a process improvement analysis for two major programs each year, establish an evaluation team, use peer review of other states and benchmark analyses, develop metrics, post specific information on its website, and create a new survey program.

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