

NATURAL RESOURCES AND ENVIRONMENTAL PROTECTION ACT (EXCERPT)
Act 451 of 1994

PART 27
PROGRAM REVIEW

324.2701 Definitions.

Sec. 2701. As used in this part:

- (a) "Department" means the department of environmental quality.
- (b) "Program" means a permit program or regulatory program administered by the department under this act.

History: Add. 2011, Act 248, Imd. Eff. Dec. 8, 2011.

Popular name: Act 451

Popular name: NREPA

324.2703 Process improvement.

Sec. 2703. (1) The department shall complete process improvement of 1 major program by February 1, 2012 and 2 major programs each year thereafter until the department has completed process improvement for all major programs. This subsection does not require the department to repeat process improvement for a program if process improvement for that program was completed before the effective date of the amendatory act that added this section.

(2) Process improvement under subsection (1) shall meet all of the following requirements:

- (a) Utilize process mapping.
- (b) Be conducted by a team that includes at least all of the following:
 - (i) Two certified facilitators, who shall administer the process improvement.
 - (ii) A representative of persons regulated by the program.
 - (iii) A representative of members of the general public affected by the program.

(3) The department shall consider using peer reviews by other EPA region 5 states and benchmark analyses as part of process improvement under subsection (1).

(4) The department shall post on its website a description of the process improvements made for each major program.

History: Add. 2011, Act 248, Imd. Eff. Dec. 8, 2011.

Popular name: Act 451

Popular name: NREPA

324.2705 Metrics.

Sec. 2705. (1) The department shall develop metrics for all of the following:

- (a) Environmental impacts.
 - (b) Process performance. For a permit program, process performance shall include all of the following:
 - (i) A calculation of the department's per-permit cost to administer the program.
 - (ii) A review of the timeliness of the permit process from receipt to approval or denial of a permit application.
 - (c) A review of service practices affecting regulated persons and the general public.
- (2) The department shall post on its website the metrics developed for the purposes of subsection (1).

History: Add. 2011, Act 248, Imd. Eff. Dec. 8, 2011.

Popular name: Act 451

Popular name: NREPA

324.2707 Survey.

Sec. 2707. For each division of the department, the department shall survey persons regulated by that division and the general public concerning the division's service practices. By February 1, 2012, the department shall complete the surveys and post aggregate survey results for each division on the department's website. The department shall not post on its website information identifying a survey respondent.

History: Add. 2011, Act 248, Imd. Eff. Dec. 8, 2011.

Popular name: Act 451

Popular name: NREPA