NEED TO MEET EXPECTATIONS

Attachment 5

DEQ	Regulate Party	Others
know they are in compliance with law	harmonization – across the state (intra and interstate)	reputation that Michigan is anxious to do business
enabling legislation → authority	clear understanding of compliance responsibilities	wants know what ever comes out of the process, their health and well being are comforted and protected
clear direction to staff – efficiency (communication)	least cost to get job done	value of decision added to outcome
efficiency in process/communication	know what the risk environment is	what are we trying to do with this program
do not want to make law – want to interpret and apply law	what is goal/end point	needs enforceable rules and standards
needs enforceable rules and standards	affect of changing interpretation	
clear roles and decision-making process	make decision and move on – closure	
clear lines of authority	enforceable rules and standards	
consistency in way applied – not answer	consistency in way applied – not answer	
discretion/flexibility	discretion/flexibility	
responsiveness – ability to change	appropriate	
appropriate	optimize	
optimize	notice	
effectively timely input	participation	
	periodic review	
	informal/formal process for redress (how can we address that issue)	