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).


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