John Skvarla, new secretary for the Department of Environment and Natural Resources, is optimistic that taking a change in attitude toward customer service will make rules and regulations less odious. Skvarla gives examples of how this change has worked in first 120 days, and he says that most rules and regulations are there for a reason.

{audio}files/preroll.mp3;files/Shows/2013/Barlow Exclusive/sgrtskvarla051313.mp3{/audio}