Iowa Department of Natural Resources

LEADING IOWANS IN CARING FOR OUR NATURAL RESOURCES

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Air Quality Stakeholder Advisory Group
August 19, 2021

Benefits of Using Iowa EASY Air

- Intuitive system

- Less duplicative data entry

- Data sharing between construction permits, Title V, and SLEIS

- Data validation leads to more complete, accurate applications

- Speeds and streamlines permitting process

- Dashboard provides real-tracking of permit applications

- Online fee payment

- Saves time and money

- Always available

Who is using Iowa EASY Air?

Chemical Plants

Corn Wet Mills

Electrical Generation

Minerals and Metals Production

Pipelines

Manufacturing

Renewable Fuels

Soybean Oil

Iowa EASY Air Engagement Survey

- Iowa EASY Air launched in December 2019

- Survey conducted fall 2020-winter 2021

- Questions asked regarding the external use of Iowa EASY Air

  - What is keeping some from using Iowa EASY Air?

  - Can we improve our services and support?

  - Do the Iowa EASY Air users like the system?

  - What ideas do they have for improvements?

Iowa EASY Air Engagement Survey

- Two groups surveyed

- Paper Form Applicants (major and minor sources)

  – 70 Construction permit applications, 57 facility contacts, 34 contacted (~60% response rate)

  – 27 Title V applications (except administrative modifications), 22 facility contacts, 13 contacted (~60% response rate)

- Iowa EASY Air Applications Group (minor sources)

  – 67 Construction permit applications, 43 facility contacts, 28 contacted (~65% response rate)

Did you complete the application(s) or did someone else complete the application(s)?

Paper Applications

■ Self Completed ■ Someone Else

### Iowa EASY Air Applications

■ Self Completed ■ Someone Else
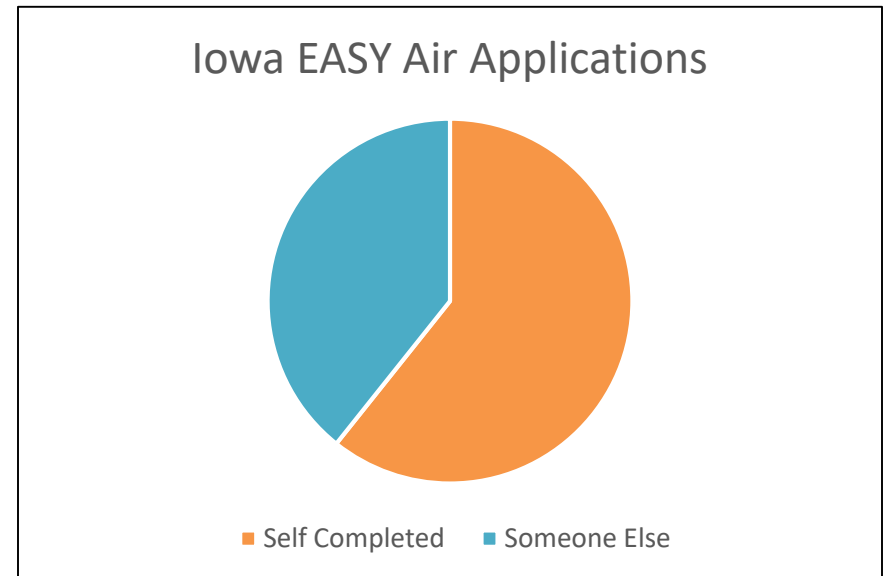
Of those that responded, 35 out of 66 completed the application themselves.

Did you know Iowa EASY Air was an option before your application was submitted?

Paper Applications

- Yes — 59%
- No — 30%
- Maybe — 8%
- Other — 3%
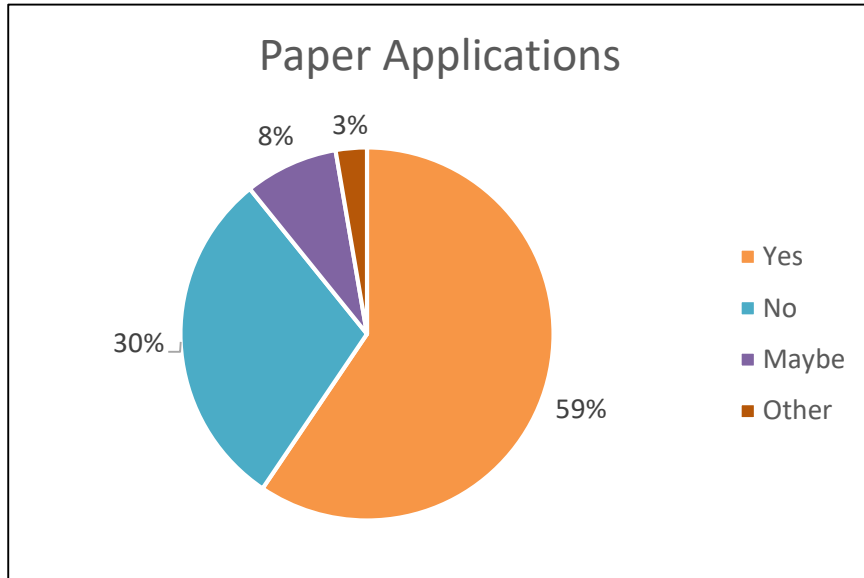
Other: Did not know it could be used for determinations

On a scale from 1-10 (unsatisfied - satisfied), how would you rate your experience with Iowa EASY Air?

Iowa EASY Air Applications
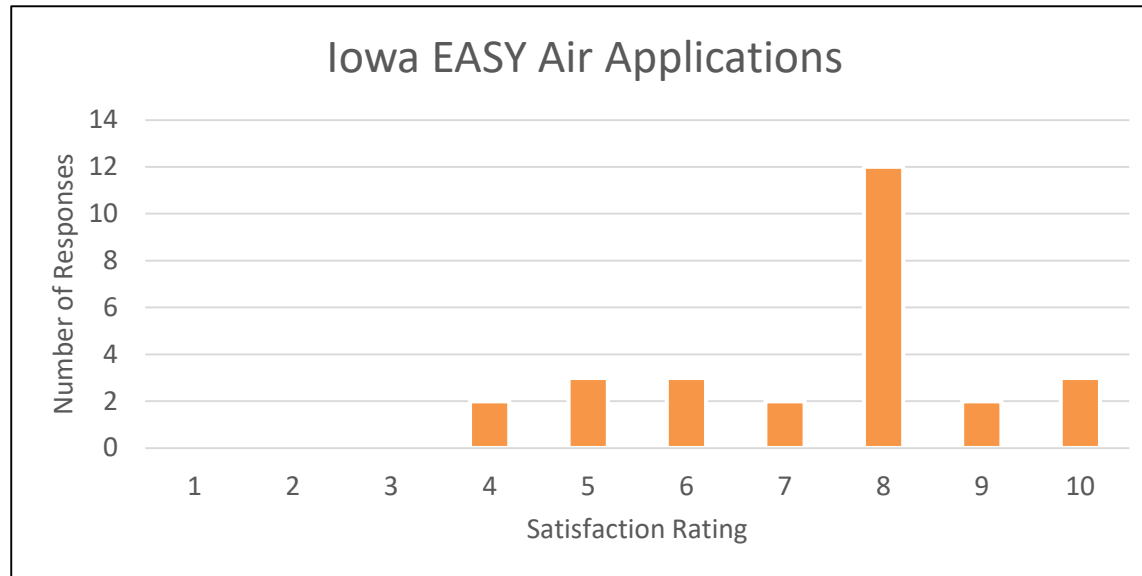
Of first-time users, 70% gave Iowa EASY Air a rating of "7 - Very Satisfied" to "10 - Extremely Satisfied."

Would you be willing to ask your consultant to use Iowa EASY Air, or will you use Iowa EASY Air for your next project?

Paper Applications

- Yes
- No
- Maybe

20%
80%

Iowa EASY Air Applications

- Yes
- No
- Maybe

100%
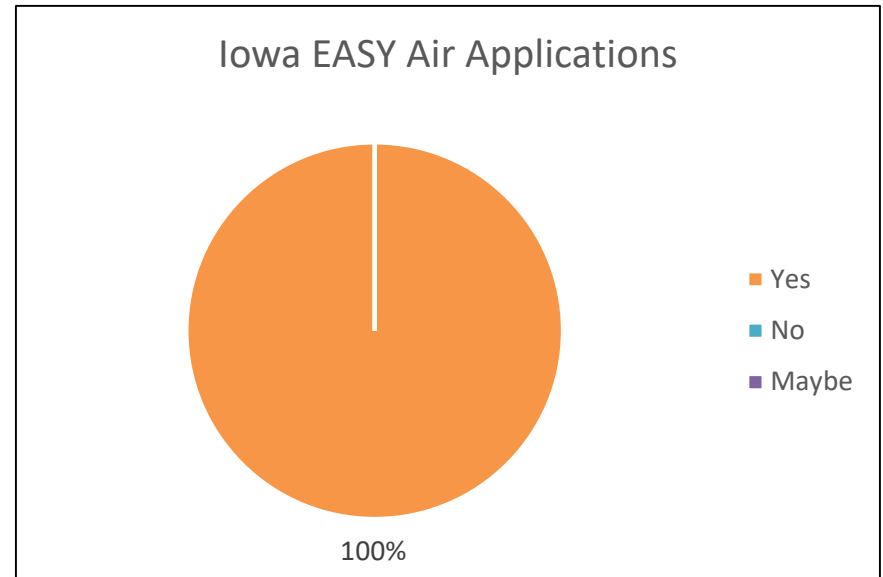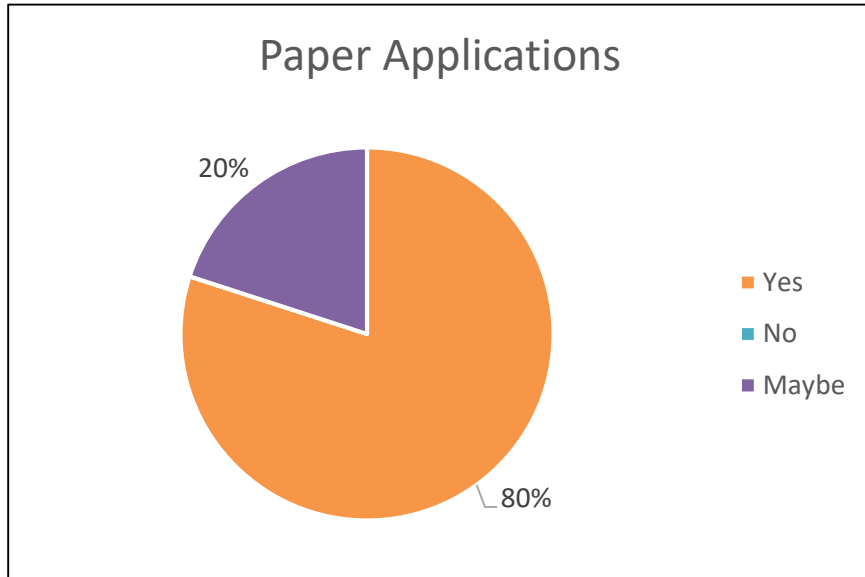
All indicated that they would either ask their consultant to use Iowa EASY Air, might be willing to ask to use Iowa EASY Air, or continue to use Iowa EASY Air.

Notable Comments

- "Painless and much easier than anticipated. Tutorials were good."

- "I liked the EASY Air system. Particularly the validation part to check and make sure all the forms were there and complete."

- "Fastest way to get a permit. "

- "I would definitely use it again, as it seemed much more efficient than the mail."

- "DNR has made an effort to reach out to all that wanted to learn and answer question. Great system overall."

Comment Take-aways

- Many Iowa EASY Air users commented that they were happy with the services and assistance they received from the Air Quality Bureau, including the Help Desk and Permit Engineers.

- Many users indicated that they liked the system, even if there was an initial learning curve. Some even favorably compared it to systems used by other states.

- A number of the surveyed users indicated that they could use more training and gave examples of opportunities for improvements.

- Many appreciated the data migration from SLEIS, but some did mention that they had to update or add information that may not be in SLEIS.

Drawing on Survey Results – What We Know

- Early users and organizations are a big advocate for the system

- The email subscriber list is valuable and reaching many

- All—100 percent—of first-time minor source users indicated they would use the system again for their next project

- Many found the system to be intuitive to use or received excellent customer service help to complete their applications

  - We learned we can do a better job of meeting stakeholder training needs and help them learn to use Iowa EASY Air

- DNR plans additional follow-up surveys to help make Iowa EASY Air everyone's method of choice for air permitting

Drawing on Survey Results - Improvements

DNR actions taken based on survey feedback include:

- Added new, focused training opportunities on topics like the Payment Portal and Permit-by-Rule applications

- Launched new system enhancements

    - Added submittal types for requesting construction permit rescissions and submitting start-up notifications

    - Made improvements to public inquiry and permit search

    - Continue to tweak data flow from EASY to SLEIS

- Created a Tips fact sheet to help users

- Prioritizing future enhancements based on feedback

- Providing personal help for individual facilities

Current Iowa EASY Air Use

Construction permit applications: (12 month rolling total ending Aug 16)

Submittal Method	Major source applications	Minor source applications	Total
Online	90%	70%	80%
Paper	10%	30%	20%

Title V permit applications: (12 month rolling total ending Aug 16)

Submittal Method	Initial & Renewal Applications	Minor & Significant Modifications	Total
Online	89%	54%	70%
Paper	11%	46%	30%

Online Submittals in August Only

Program	Major source applications	Minor source applications	Total
Construction Permitting	100%	64%	73%

Program	Initial & Renewal Applications	Minor & Significant Modifications	Total
Title V	None received	100%	100%

Benefits of Using SLEIS

- It's fast: Pre-populated with the most recent equipment and emissions data for your facility – reducing your data entry time.

- It's easy: SLEIS has tip tools with field-level help text and required fields are easily identifiable.

- It's efficient: SLEIS offers the option to import emissions data via a spreadsheet template.

Who is using SLEIS?

Ag Processors

Grain Storage

Medical Facilities

Concrete and Aggregate Facilities

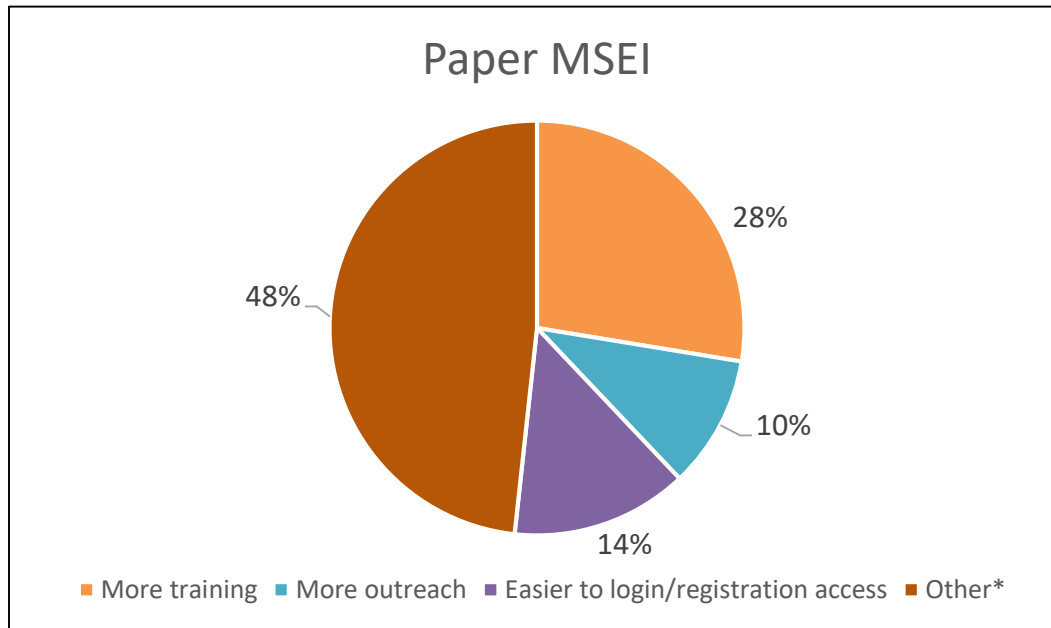Landfills

Manufacturing

Meat Processors
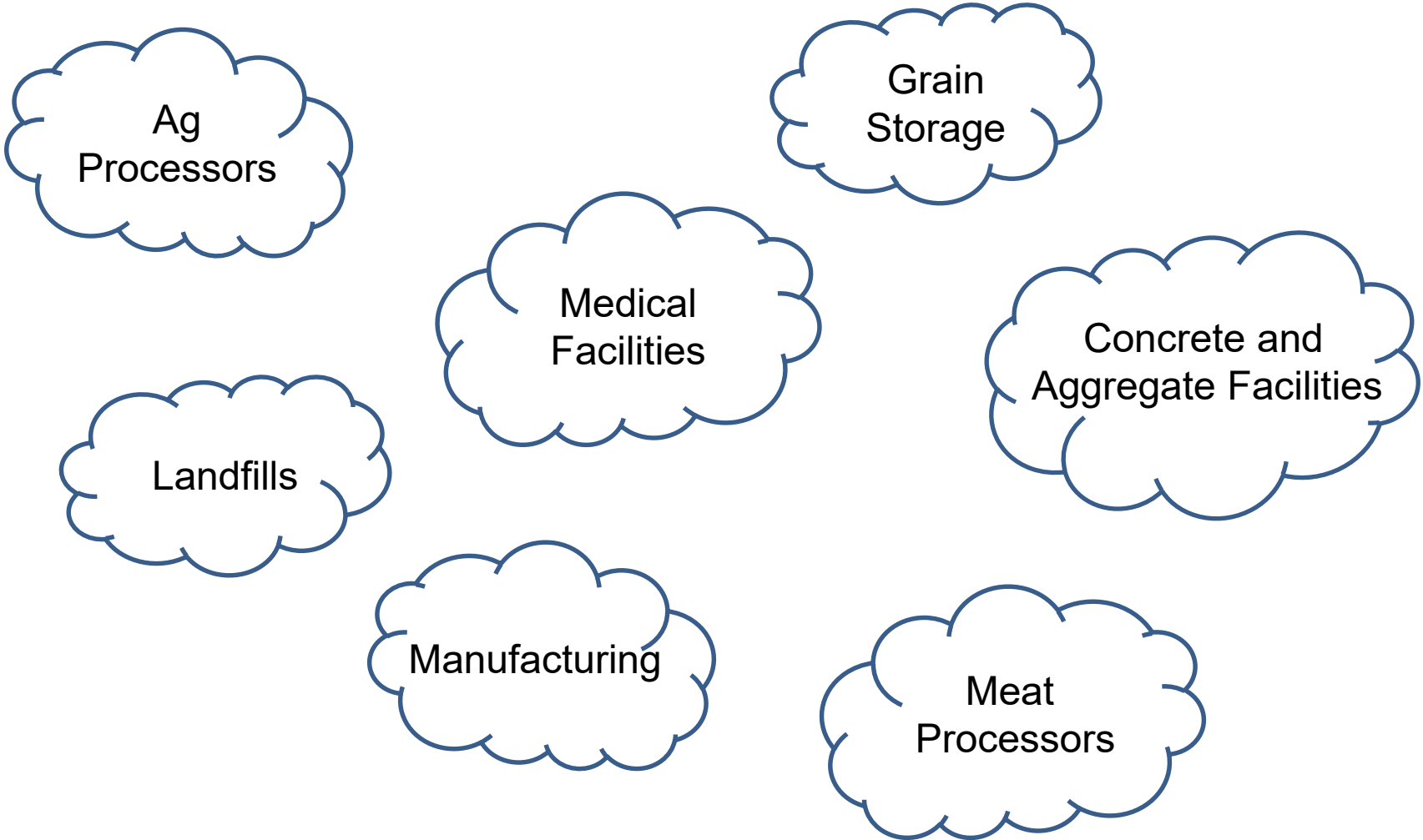
SLEIS Engagement Survey

- SLEIS launched for CY 2015 emission inventories

- Survey conducted March and April 2021

- Questions asked regarding the external use of SLEIS

  - What is keeping some from using SLEIS?

  - Can we improve our services and support?

  - What ideas do they have for improvements?

SLEIS Engagement Survey

- One group surveyed

- Paper Emission Inventories (2020 MSEI – western third of the state)

    - 86 Emission inventories, 80 unique facility contacts, 62 reachable facility contacts, 32 contacted (~52% response rate)

What can we do to make you more willing to use SLEIS?

Paper MSEI

Pie chart legend:
- More training
- More outreach
- Easier to login/registration access
- Other*

Pie chart values: 28%, 10%, 14%, 48%

Other:
- Paper is comfortable
- Reach out to preparer (2)
- Take look or another look (5)
- Need to do more internal training
- Planning on using it this year
- Bulk upload new emission points or difficult to build sources (2)
- Had no idea it existed
- Quick training (bite sized videos)

Would you be willing to ask them to submit your next application using SLEIS?

Paper MSEI

- 20%
- 20%
- 0%
- 60%

Legend: Yes, No, Maybe, Other*
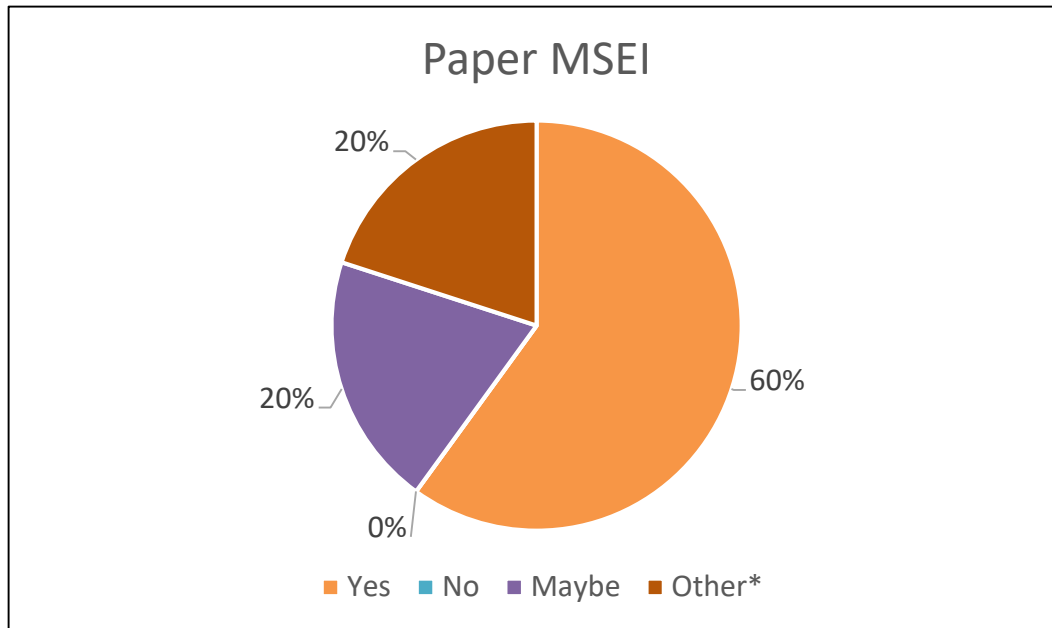
Other:
- Corporate does the report
- Will need to look into it more. Consultant only does the calculations

Current SLEIS Use

Number of 2020 minor source emission inventories* received: 332

SLEIS Submittals	CB-1 Form**	Paper Forms	MS Excel File***
229/332	46/332	35/332	22/332
69%	14%	11%	7%

* 2020 MSEI included the western third of the state

** This is a one page form that stationary concrete batch facilities can use if they have concrete production less than a certain threshold

*** Calculation spreadsheets used calculate emissions from group 2 grain elevators, portable concrete batch, hot mix asphalt, and portable crushing plants.

IOWA DEPARTMENT OF NATURAL RESOURCES
KAYLA LYON, DIRECTOR

Discussion and Questions?

EAirServices website: https://www.iowadnr.gov/Environmental-Protection/Air-Quality/eAirServices

Iowa Easy Air website:
https://programs.iowadnr.gov/easyair/Public/GovEnt/Shared/Pages/Main/Login.aspx

SLEIS website:
https://programs.iowadnr.gov/sleis

Iowa EASY Air and SLEIS Help Desk at:

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sleis@dnr.iowa.gov

Kevin Connolly – 515-725-9569

Jason Dowie – 515-204-3749