



IOWA DEPARTMENT OF NATURAL RESOURCES

LEADING IOWANS IN CARING FOR OUR NATURAL RESOURCES

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Air Quality Client Contact Meeting
May 20, 2021

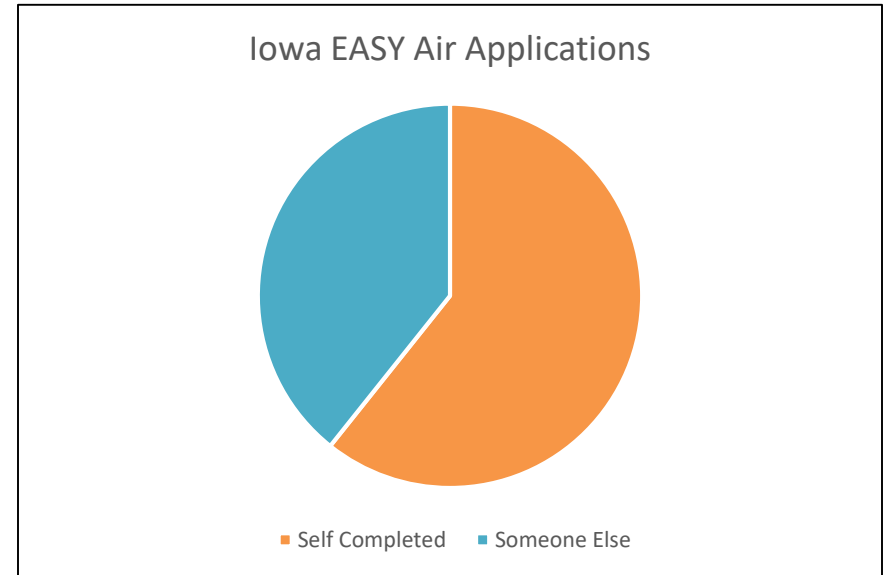
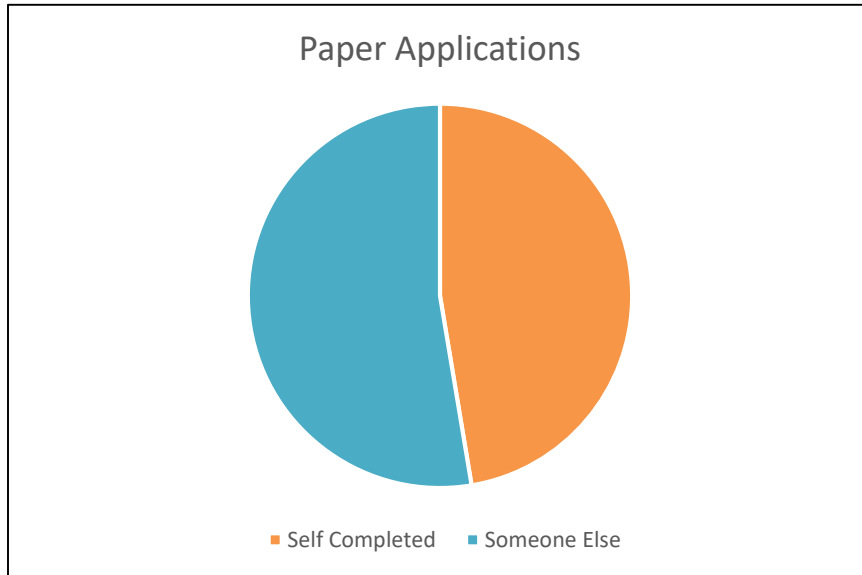
Iowa EASY Air Engagement Survey

- Iowa EASY Air launched in December 2019
- 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?
- Two groups surveyed
 - Paper form applicants (major and minor sources)
 - Construction permit and Title V permit applications
 - Iowa EASY Air applicants (minor sources)
 - Construction permit applications

Iowa EASY Air Engagement Survey

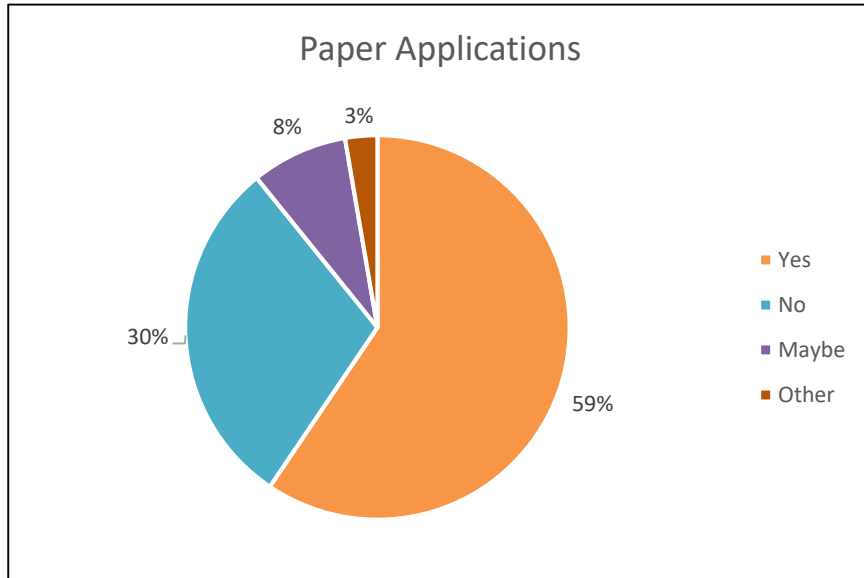
- Paper Form Applicants
 - 70 Construction permit applications, 57 facility contacts, 34 contacted (~60% response rate)
 - 27 Title V applications (except administrative modifications), 22 facility contacts, 13 contacted (~60% response rate)
- EASY Air Applications Group
 - 67 Construction permit applications, 43 facility contacts, 28 contacted (~65% response rate)

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



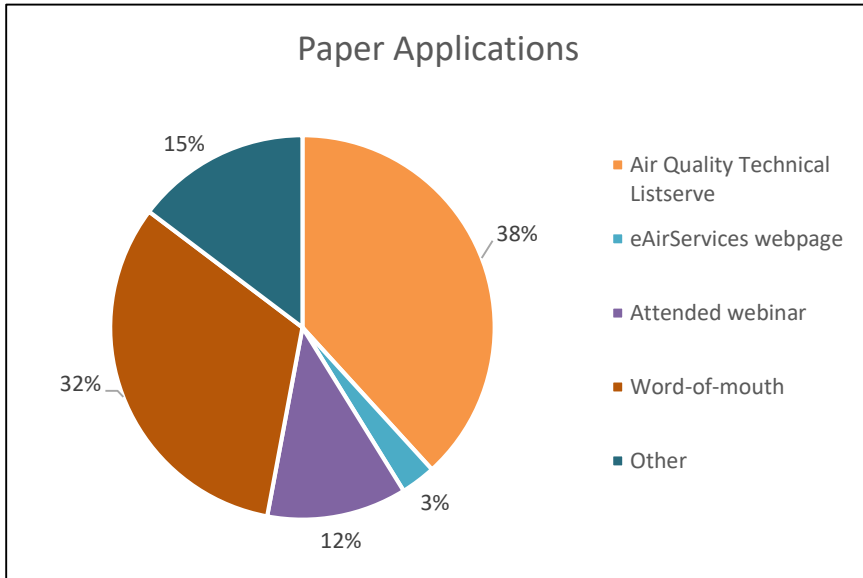
Of those that responded, 35 out of 66 completed the application themselves.

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



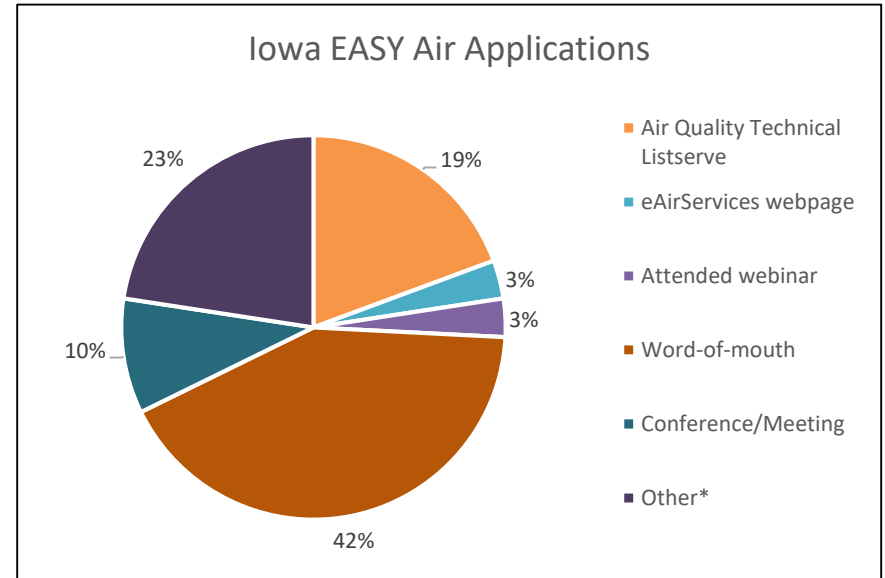
Other: Did not know it could be used for determinations

How did you hear about EASY Air?



Other

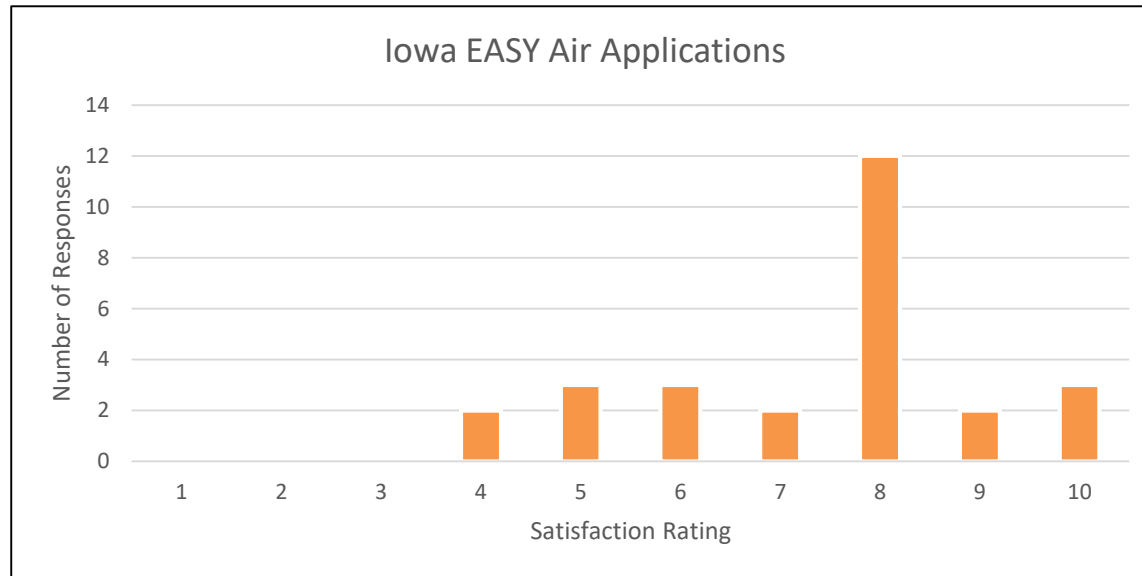
- Through Supplier



Other

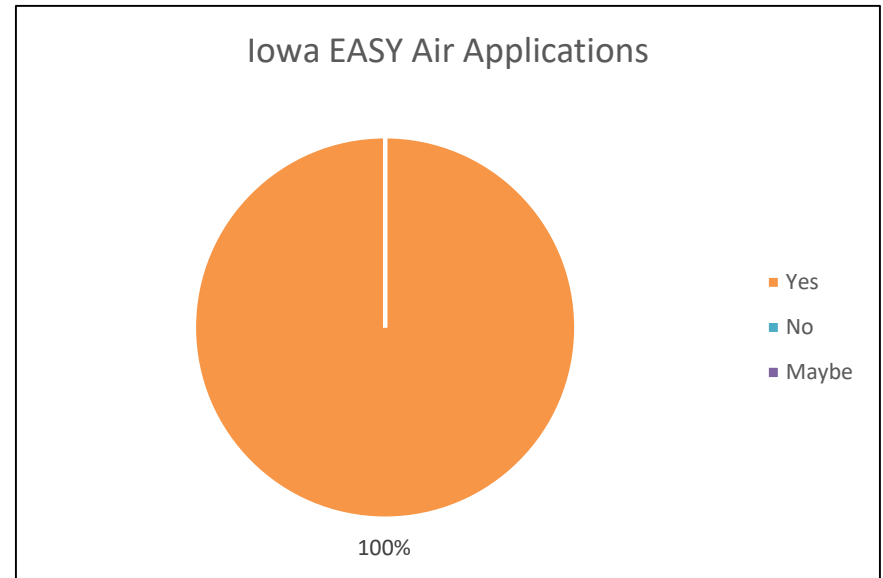
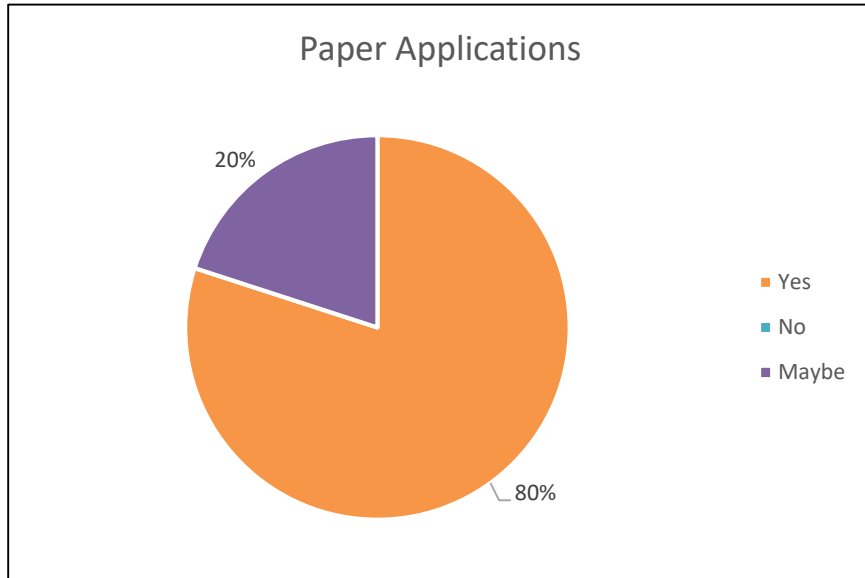
- On a stakeholder team at the beginning
- Safety and compliance company they use
- UNI Business Assistance
- Iowa Waste Reduction
- DNR reached out
- Google Search
- Went to a SLEIS seminar and heard about it there

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



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 EASY Air, or will you use EASY Air for your next project?



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

- 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.
- “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. ”

Drawing on Survey Results – What We Know

- Stakeholders initially learned about Iowa EASY Air through “word of mouth,” followed by “Air Quality Technical subscriber list”
 - 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

Actions taken based on survey feedback include:

- Added new, focused training opportunities on topics like the Payment Portal and Permit-by-Rule applications
- Launch new system enhancements
 - Added submittal types for requesting construction permit rescissions and submitting start-up notifications
 - Payment portal refinements, improvements to public inquiry and permit search, improvements to communications between systems in the background
 - Continue to tweak data flow from EASY to SLEIS
- Prioritizing future enhancements based on feedback
- Created a Tips fact sheet to help users
- Providing personal help for individual facilities

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>

Iowa EASY Air Help Desk at:

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