



IOWA DEPARTMENT OF NATURAL RESOURCES

LEADING IOWANS IN CARING FOR OUR NATURAL RESOURCES

CP Efficiency: The Path to Success

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Construction Permit Section Supervisor

Presentation Outline



- History of Construction Permit Improvements
- 2013 – 2015 Construction Permit Goals and Review of Section Efficiency
- 2014 – 2015 Construction Permit Section Improvements in Progress

History of Construction Permit Process Improvements

Construction Permit Efficiency History



- Six formal kaizen events since 2003
 - Focused on:
 - Flow of application through process
 - Standard projects and Complex Projects
 - Consistency of engineer review
 - Obtaining accurate information on application
 - Providing applicant assistance
 - Efficient interagency interaction
 - Eliminate unnecessary processes or programs
- Looking for additional incremental improvements

Construction Permit Efficiency History

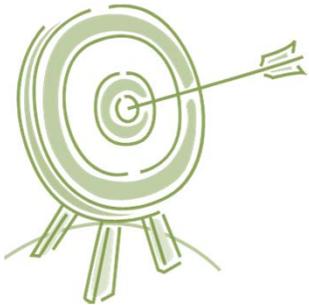


- Goals:
 - Increase permit issuance rate (i.e. shorten leadtime)
 - Provide better communication with applicants and public
 - Improve consistency in permits
 - Eliminate non-value added and non-mandatory activities

2013 - 2015 Construction Permit Goals and Review of Section Efficiency

Construction Permit Goals

- 2013 - 2015 Construction Permit Strategic Plan
 - Goal:
 - Reduce leadtime by 25%
 - Action Steps:
 - Identify obstacles internally
 - Survey and meet with permit applicants
 - Follow-up with training/assistance on any changes



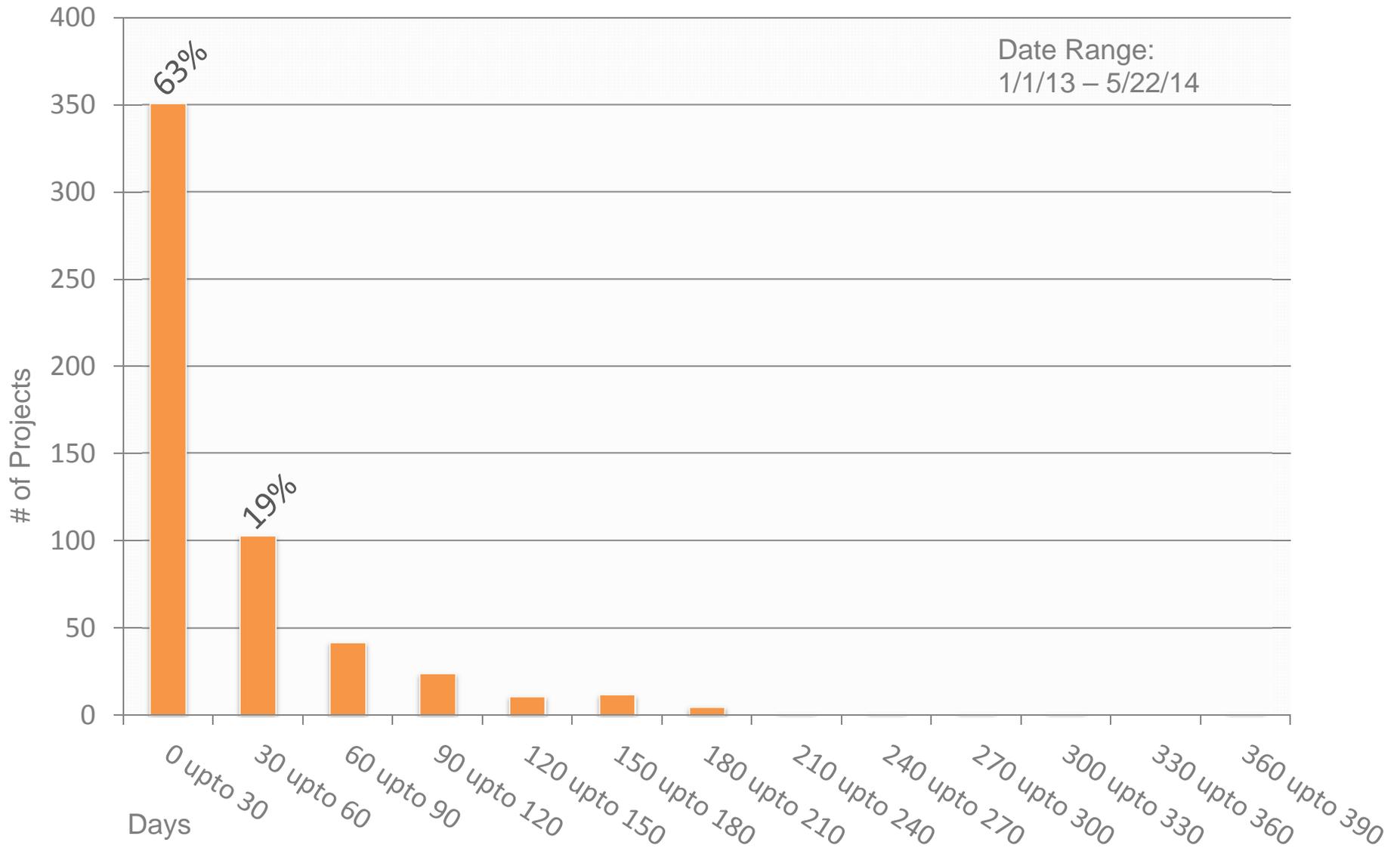
Evaluation of Section Efficiency



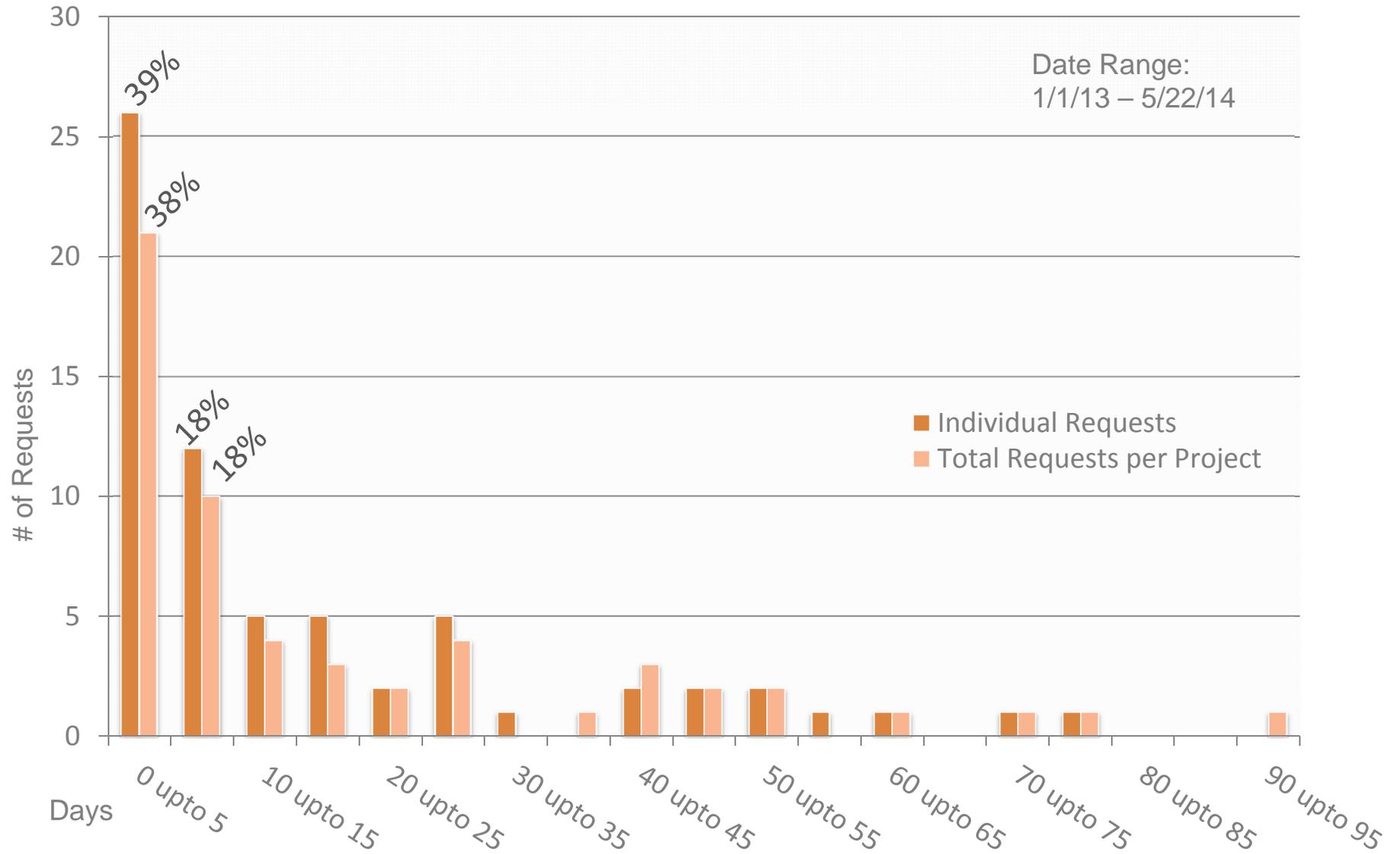
- Review of Construction Permit Process
 - 2013-2014 Construction Permit Survey Results:
 - ~10% of survey respondents found the application process difficult or confusing
 - 2014 Construction Permit Tracking Data:
 - Complete applications continue to be a challenge
 - How big of a challenge is missing information?



Engineer Review Time – Standard Projects

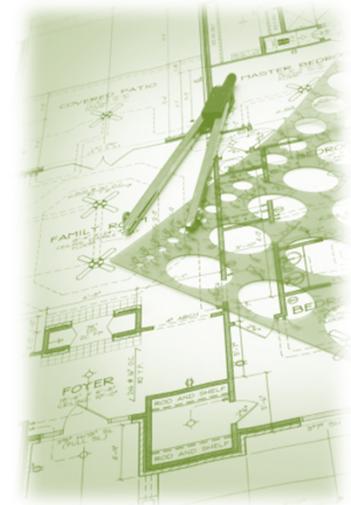


Additional Information Request Times

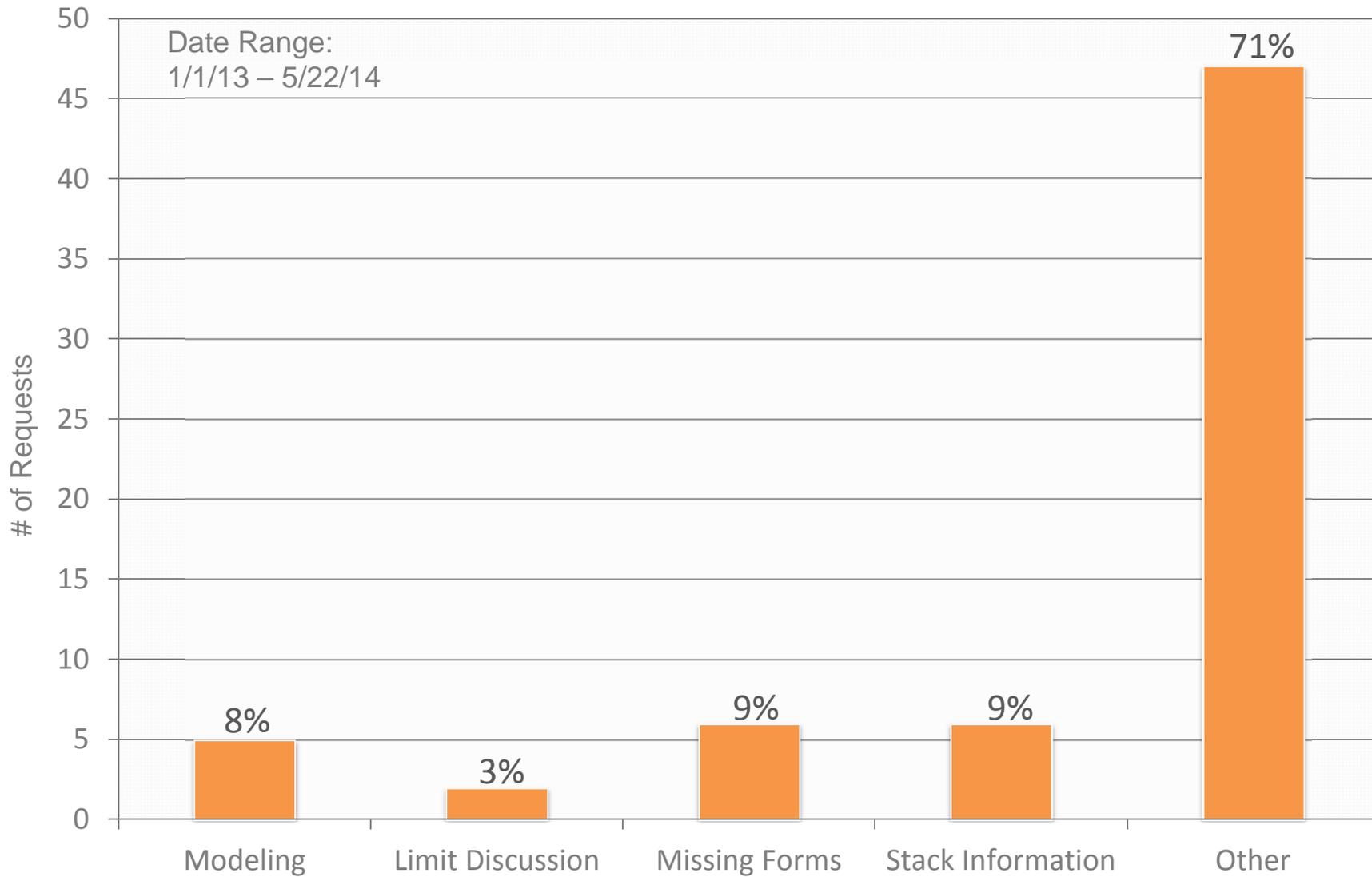


Construction Permit Tracking Data Review

- Engineer review time includes:
 - requests for additional information, modeling time and facility review time
 - ~13% of standard projects modeled
- Engineer time is within established goals for most standard projects:
 - 63% spend \leq 30 days
 - 82% spend \leq 60 days
- When we request additional information
 - 23% of those projects take $>$ 30 days for response



What Information is Being Requested?

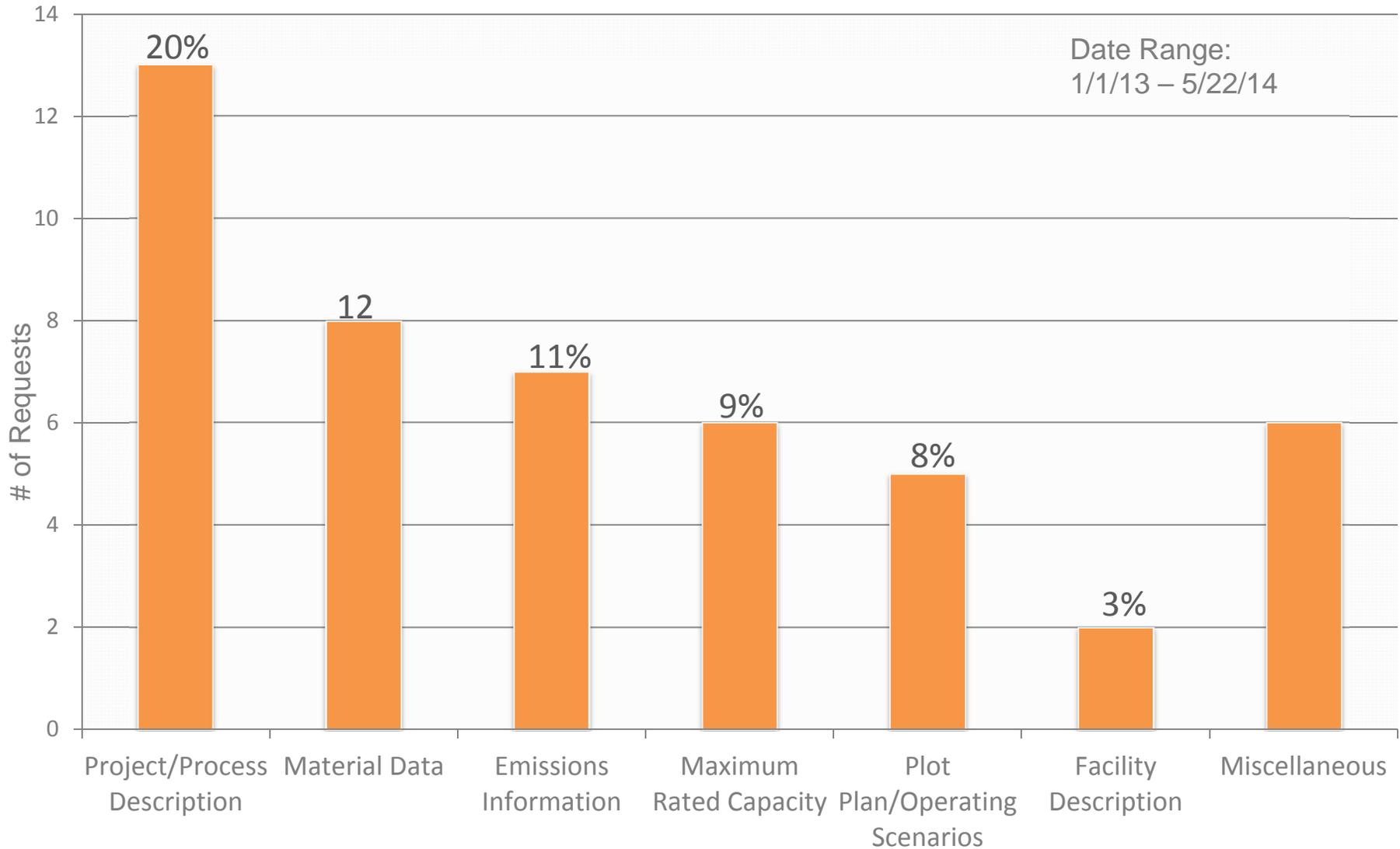


Past Process Improvement Focus

- Past improvements focused on key areas identified as significant delays:
 - Modeling
 - Discussing Emission Limits
 - Missing Forms
 - Missing Stack Information
- Measures put in place to reduce these delays
- Data supports that implemented improvements have been successful



Breakdown of Other Information Requests



2014-2015 Construction Permit Section Improvements in Progress

Efficiency Improvement Focus

- 2014 Streamlining – Construction Permit Forms and Instruction Improvements
 - Focus:
 - Making forms more simple and straightforward
 - Reduce requests for additional information
 - Align construction permit forms with current rules and regulations



Efficiency Improvement Overview



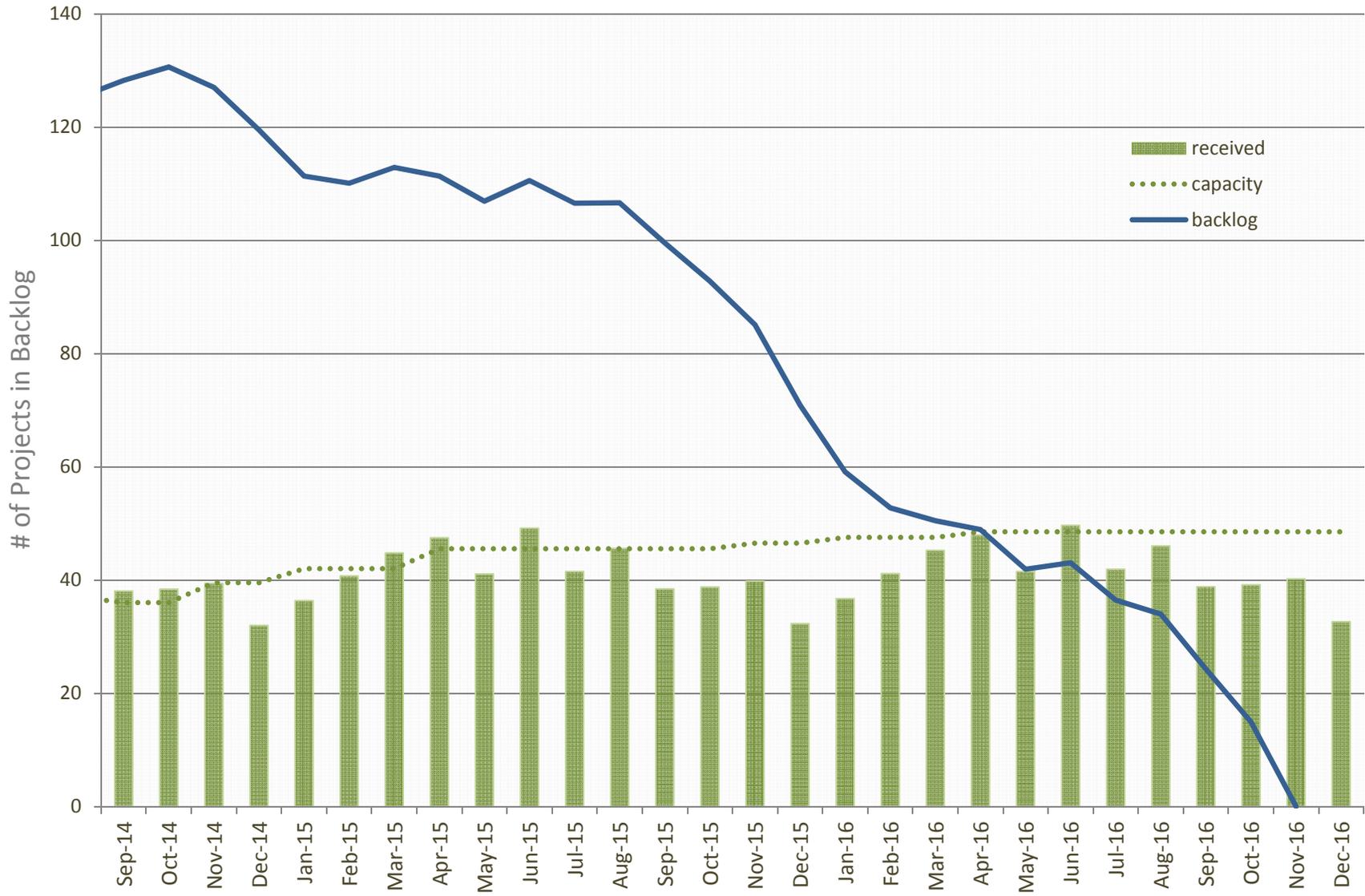
- Construction Permit Forms & Instructions Stakeholder Workgroup
 - First meeting in August 2014
- Tackling each form and instruction set individually
 - Consistency between forms
 - Ease of use by applicants
 - Eliminate information no longer needed to obtain permit
 - Add information now needed to obtain permit

Forms Improvement Timeline



- October – December 2014
 - Continued work with stakeholders
 - Next meeting scheduled for October 6th
 - Open informal comments at AQ Client Contact meeting November 17th
- January – March 2015
 - Final forms review and formatting
- Early Spring 2015
 - New Forms/Instructions available for use
- Late Spring 2015
 - Business partner and consultant training

Construction Permit Backlog Projection



Construction Permit Keys to Success

- Current plan for Construction Permit success includes:
 - Application form and instruction improvements
 - Better training of applicants
 - Continued partnership with applicants
- Goal:
 - Decrease leadtime
 - Increase customer service and customer satisfaction



Questions?



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