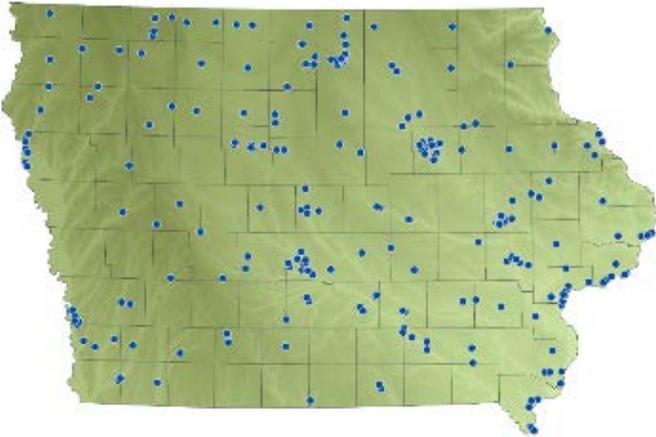




2016 PROCESS IMPROVEMENT

TRANSFORMS AIR QUALITY PERMIT PROGRAM

Iowa Businesses with Title V Permits



Clean air is one of the reasons Iowa is a great state to locate business and industry, to raise a family and to call home. The DNR partners with communities, business and industry, organizations and private citizens to provide the knowledge and tools necessary to create workable solutions to air quality issues.

Iowa is home to 280 businesses that hold Title V Operating Permits under the Clean Air Act. These state-issued permits provide businesses with all applicable state and federal air quality regulations in one easy-to-follow document.

Working with Stakeholders Yields Tangible Solutions

Critical Partners

- Altec Industries
Brand FX
Grain Processing Corp
MidAmerican Energy
Pella Corp
Quaker Oats Co

Representatives from manufacturing, grain processing and utilities participated in an event to improve the Title V permitting process. This four day event was held in October 2016. Although participants came from different industry and business backgrounds they agreed on and requested the following six key deliverables.

Six Key Deliverables

- Offer optional pre-application meetings to provide hands-on assistance with the application
Offer optional post-application meetings to speed permit issuance
Simplify application forms to reduce unnecessary duplicative information requested in application
Clarify critical application elements to make it easier for businesses to provide needed information
Use businesses data outputs to reduce duplication
Reduce lag time by streamlining data sharing between air quality sections

- Task to be Accomplished
Task Completed

DNR Took Immediate Action

Wasting no time, DNR put three of the six deliverables in place within 30 days of the event. With stakeholder assistance, DNR will enact the remaining more complex items by July 2017. Starting in January 2017, workgroups will address optional pre- and post-application meetings and improvements to the application forms. The workgroups will consist of a diverse group of up to 15 business representatives.

"My experience with the Iowa DNR permitting group in the past has been outstanding — actually one of the best states I have worked with. Customer service is excellent...In this event, I saw the same effort, sincere customer service and knowledge expressed throughout the meeting..."

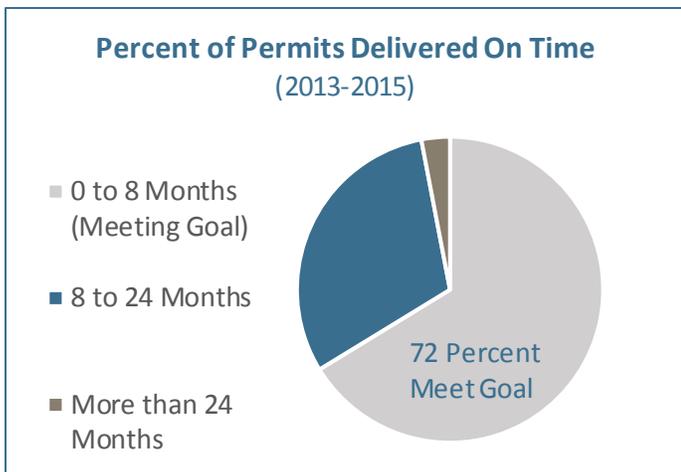
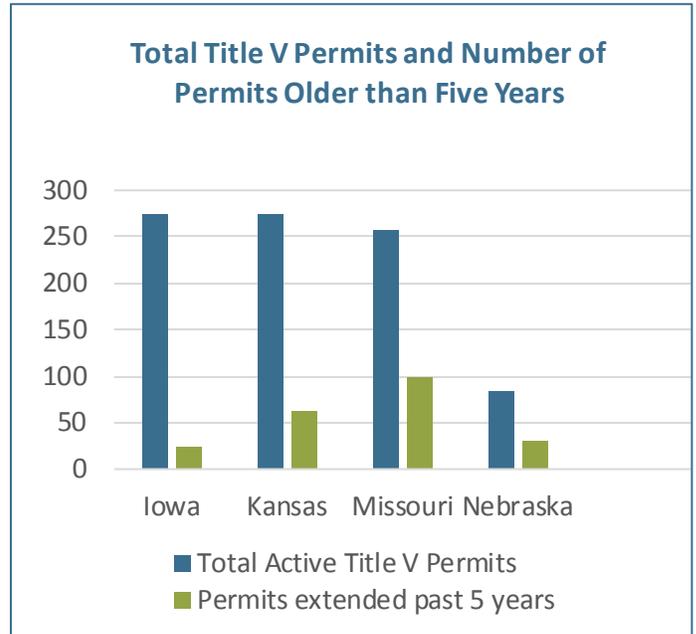
—Bruce Stainbrook, Altec

## Iowa Leads the Way for Permitting Efficiency

Industries renew their permits every five years to ensure accuracy and to allow for public input. Iowa is one of four states that make up EPA Region VII. DNR collected data on service delivery prior to the event, including Region VII data showing how Iowa compares with other states in the region. EPA data show that:

- Iowa has the highest percentage of Title V permits issued on time (90 percent)
- Iowa also leads by reducing the number of backlogged permits (extended past five years) by 13 percent, the only state to decrease the percentage of backlogged permits

Participants in the process improvement event determined Iowa's overall steps for drafting a Title V permit are streamlined and customer-oriented.



## Are We Satisfied with the Status Quo?

Process improvement is part of the culture at Iowa DNR. We constantly look for and make improvements. While the data demonstrate Iowa's permitting effectiveness when compared to other states in the region, we can do better. Our internal goal is to issue permits within eight months from the beginning of the permit review.

This chart shows Iowa meets this goal 72 percent of the time. Deliverables from the process improvement event should increase the number of permits issued within eight months to 83 percent.

## The Next Big Step

Electronic or e-Application has the potential to streamline the permitting process for businesses, while making government more efficient. DNR has heard from 66 stakeholders representing business, industry and consultants who participated in advisory workshops—their primary request is for a system that reduces redundant data entry. With this request in mind, the DNR issued a request for proposal for an e-Application system that meets the complex needs of businesses today.

Continuing our collaborative work with stakeholders, the DNR continually strives to enhance systems and resources, and lead Iowans in caring for our natural resources. To achieve that goal, DNR staff work to accommodate the complex emission systems used by businesses, meet federal and state air quality standards that protect the health and welfare of Iowans and continue to issue permits in a timely manner.