

IOWA DEPARTMENT OF NATURAL RESOURCES

LEADING IOWANS IN CARING FOR OUR NATURAL RESOURCES

CHUCK GIPP, DIRECTOR | BRUCE TRAUTMAN, DEPUTY DIRECTOR

Indirect Costs Associated with Applications and Permitting

Date: June 21, 2017

From: Catharine Fitzsimmons, Air Quality Bureau Chief

To: 2017 Air Quality Program Funding Work Group

Non-Fee Based Application Review and Permit Activities

1. Review of applications received prior to 1/15/16.
2. Review of applications not subject to fees:
 - a. Title V Modifications,
 - b. Small Source Permits, and
 - c. PSD permit rescissions.
3. Development of dispersion modeling data sets.
4. Sensitivity analyses of dispersion model and ambient air analysis tools.
5. Dispersion modeling guideline development and updates.
6. Permit Appeal review and resolution.
7. Technical support for variance requests.
8. New permit exemption development.
9. Standard permit language development.
10. Template creation or modification.
11. Research and respond to customer emails & phone calls including the Construction Permit Helpline (1-877-AIR-IOWA).
12. Prospective business assistance including IEDA meetings.
13. Development of permit and regulatory guidance documents including “Frequently Asked Questions” sheets.
14. Application form and instruction review and updates.
15. Applicant training workshops and video modules.
16. Staff and management technical, regulatory, office skills, and workplace training.
17. Targeted customer outreach including:
 - a. Outreach on new and revised standards and,
 - b. Reminder letters.
18. Website review and updates.
19. Application receipt documentation and data entry.
20. Billing, fee submission tracking, state financial training, standard operating procedure development and updating, and financial reconciliation.
21. Electronic application system requirement development and testing.

Program Performance Improvement Activities

1. Workflow management and coordination with other sections and bureaus.
2. Develop metrics and participate in Process improvement Events including:
 - a. Value stream mapping,
 - b. 5 S individual organization and workflow,
 - c. New process development and,
 - d. Kaizen process improvement events.
3. Standard operating procedure documentation, reviews, update.
4. Data analysis and reporting on program statistics for program management, productivity and time tracking reporting and analysis.
5. Prepare and present progress and performance reports and updates for:
 - a. Client groups and the general public,
 - b. State and agency strategic plans,
 - c. The office of the Governor,
 - d. The General Assembly
 - e. Cross state environmental agency collaborations and,
 - f. US EPA.
6. Contract development, oversight, assistance, and annual audit.
7. Tracking database maintenance and design.

Essential Program Elements

1. Strategic and operational planning.
2. Budgeting and resource tracking.
3. Webinars and conference calls with EPA and multi-state air associations.
4. Environmental Appeals Board and Court decision reviews.
5. Staff meetings.
6. Mentoring.
7. Development of individualized performance plans.
8. Development of individualized training plans.
9. Performance reviews and coaching.