

## Non-Mandatory Indirect Activities by Program Area

Non-Mandatory Indirect Activities	Title V Applications	Construction Permit Applications	Dispersion Modeling
Sensitivity analyses of dispersion model and ambient air analysis tools			✓
Dispersion modeling guideline development and updates			✓
Permit Appeal review and resolution.	✓	✓	
Technical support for variance requests.		✓	✓
New permit exemption development.		✓	✓
Standard permit language development.	✓	✓	✓
Template creation or modification.	✓	✓	✓
Research and respond to customer emails & phone calls including the Construction Permit Helpline (1-877-AIR-IOWA).	✓	✓	✓
Prospective business assistance including IEDA meetings.		✓	✓
Development of permit and regulatory guidance documents including "Frequently Asked Questions" sheets.	✓	✓	✓
Application form and instruction review and updates.	✓	✓	✓
Applicant training workshops and video modules.	✓	✓	✓
Targeted customer outreach including: -Outreach on new and revised standards, -Assistance to low emitting facilities to exit Title V, and -Reminder letters.	✓	✓	
Website review and updates.	✓	✓	✓
Electronic application system requirement development and testing.	✓	✓	✓
Standard operating procedure documentation, reviews, update.	✓	✓	✓
Develop metrics and participate in Process improvement Events including: -Value stream mapping, -5 S individual organization and workflow, -New process development, and -Kaizen process improvement events.	✓	✓	✓