



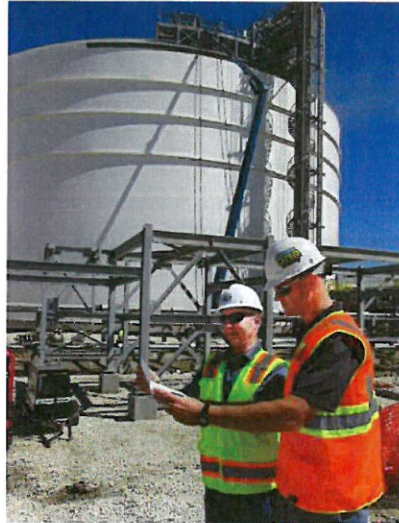
## ELECTRONIC APPLICATIONS

### SUBMITTAL AND TRACKING SYSTEM FOR AIR QUALITY PERMITS

**What?** Recognizing the need to reduce industry's time and costs involved in applying for permits, the Department of Natural Resources (DNR) is requesting funding for the State of Iowa to invest in a modern electronic permit application system. The new system will be configurable, adaptable to changing business needs and scalable for use by other DNR programs.

**Why?** Plant managers are constantly adjusting to changing market conditions. These changes often require a new permit under federal and state law. Proud of the innovations and investments made to their state-of-the-art facilities, they are also proud of decreased air emissions. Now they seek a faster, simpler, and more efficient way to submit and receive air quality permits.

**Industry Recommendations:** In the second quarter of 2016, 66 stakeholders from business, industry and consulting firms met to detail their needs for a new electronic application system. Their vision reduces redundant data entry, increases data accuracy, saves time and costs during application preparation and submittal, and speeds delivery of final permits.



**Improved Service:** Iowa's investment in an off-the-shelf electronic application system will fulfill that vision and reduce maintenance and support costs. Streamlining the DNR's ability to review and issue these complex air permits will provide better customer service to industry's evolving needs.

The DNR's existing electronic application system is more than 17 years old and is seldom used (94 percent of applications are received on paper). It was written with outdated software, is difficult to use and does not meet minimum federal electronic reporting standards.

**Benefits of Air Permits:** Iowa businesses apply annually for 1,900 – 2,000 air quality permits to build, expand and operate industrial equipment. DNR's review and timely processing of air quality permit applications ensure that new construction meets federal air quality standards and protects Iowans' health while providing continued economic growth. State-issued Title V operating permits cover existing larger facilities, which have greater potential impact and provide businesses with all applicable air quality regulations in one easy-to-follow document.

#### Funding Faster, Simpler Permitting

An investment of \$954,000 is needed to deliver a modern electronic application system. This includes a one-time investment of \$911,000 and annual costs of \$43,000 (less than half the cost of continuing to pay for the outdated system). The new system will benefit industries as they strive to maintain a competitive edge. A modern electronic application system will allow Iowa businesses to receive permits through a cheaper, less time consuming, and more accurate application process than those available in other states. This system will allow DNR to spend less time entering and verifying data and instead focus on the technical aspects of the application: evaluating whether proposed production and pollution control equipment will meet specific emissions limits required by law.

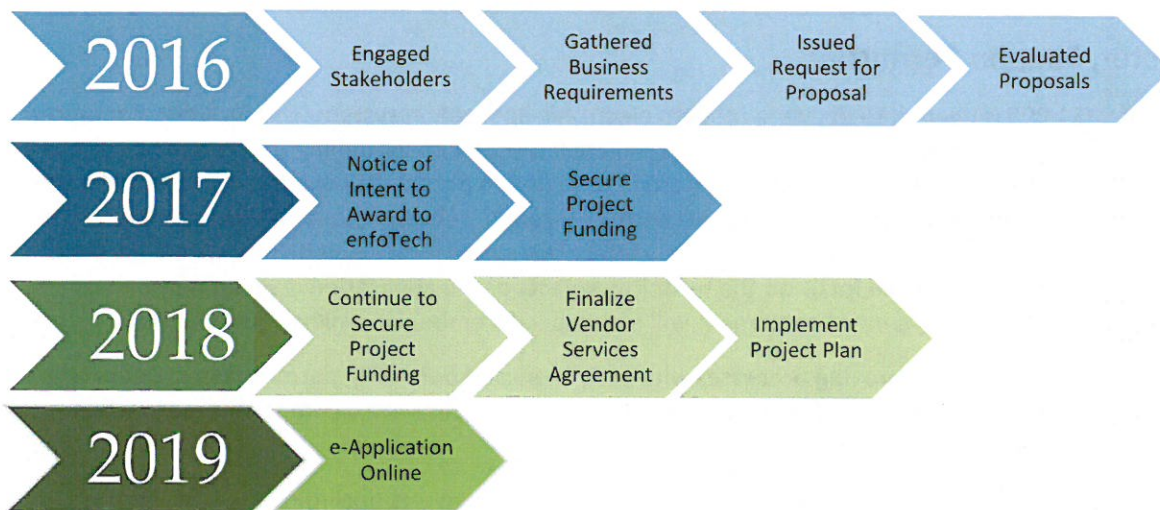
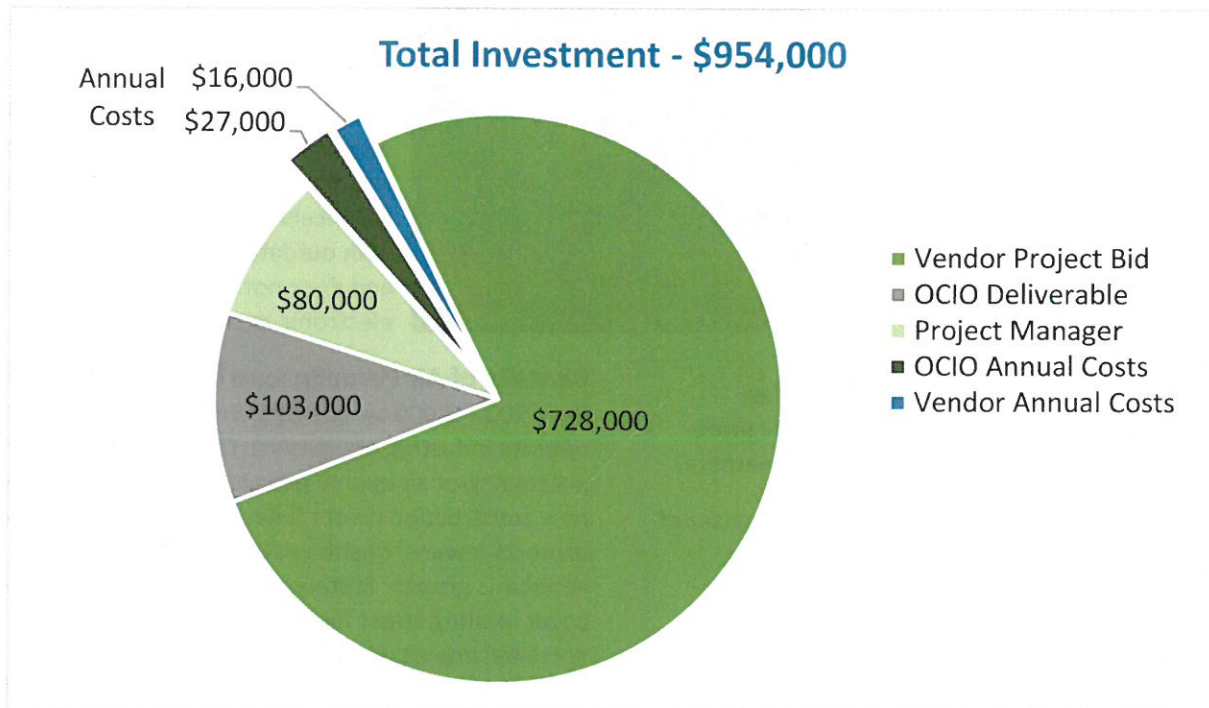
DNR has a proven track record of improving processes with customers and delivering permits faster. Not only is this proposal a cost-savings to the agency, a streamlined application process gives Iowa a competitive edge when attracting businesses to build or expand in our state.

Since 2003, the DNR's Air Quality Bureau conducted eight process improvements (including the first in state government), striving to increase efficiencies. The DNR's ability to respond quickly to changing industry needs with flexible permits keeps Iowa attractive to both new and expanding businesses.

## Recent Success

DNR leveraged federal grants for the first two phases of replacing the existing system, and now seeks funding for the remaining components. From 2015 to 2016, the DNR successfully replaced the emissions reporting component of the existing system with an off-the-shelf system used by multiple states.

During 2016, the DNR partnered with the Office of the Chief Information Officer (OCIO) and industry stakeholders to develop business requirements. The DNR coordinated with the Department of Administrative Services (DAS) and OCIO to issue a Request for Proposal. The competitive bidding process enabled the DNR to make an informed, objective, and financially-sound decision for selecting the best possible fit for a new system. Governor Reynolds' FY 2019 budget proposal recommends allocating \$954,000 from the Technology Reinvestment fund for this project.



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