**SCOPE**

This event will address the Title V permitting process from the time the DNR notifies the applicant that their application is due to when the final permit is issued by the DNR.

**OBJECTIVES**

1. Identify opportunities and develop a strategic plan for Title V and stakeholders to facilitate improvements to the process. This will be prioritized plan of high impact, relatively simple changes that are quick to implement and also more complex changes that will occur over time.
2. Enhance application success – reduce additional information requests.
3. Revisit the 2012 Value Stream Mapping Event – crosscheck on ways to improve communication within the process.
4. Outline opportunities for efficiency when e-application goes live in fall of 2017.
5. Provide information on our suite of services – promoting the services we provide.

### GOALS

1. 15% increase in federal and internal on-time delivery of Title V permits.
2. Develop a measure of customer complaint.
3. Development of a metric to measure the amount of time DNR Air Title V Staff wait for information once the technical review begins.

## PARTICIPANTS

Sponsor Catharine Fitzsimmons, Air Quality Bureau Chief

Facilitator Marcia Tope, Department of Management

Michelle Wilson, Department of Natural Resources

Sub-team leader Lori Hanson, Title V Supervisor

Members

Internal: Tony Daugherty, Linn Co. Senior AQ Scientist/Engineer

Chris Kjellmark, Title V Senior Environmental Specialist

Jessica Reese McIntyre, Title V Environmental Specialist

Customers: Ryan Carlson, MidAmerican (energy)

Tom Day, Quaker Oats (cereal)

Justin Ford, GPC (wet corn processing)

Nina Harbaugh, Brand FX (2 auto fiberglass)

Terry Noteboom, Pella (millwork)

Bruce Stainbrook, Altec (plastic truck bodies)

Other Customers: David Peter, EPA Region 7

Dennis Thielen, Compliance & Enforcement Section

Holly Vandemark, Field Office

Observers: Weston Li, Title V data support

Mark Smith, EPA Region 7

Anne Preziosi, Legal Services

**PRE-EVENT ORGANIZATION**

1. Conducted SIPOC (Suppliers-Inputs-Process-Outputs-Customers) analysis to determine type of process improvement event and to identify opportunities for improvement.
2. Title V permit writers are using a spreadsheet to track anytime they stop work on a project because they can’t move forward and the reason. This includes the type of delay and length of delay. (Weston L.)
3. Iowa Code and Federal Code (Chris K.)

**NON-NEGOTIABLES**

1. A solution requiring a capital expenditure is not available.
2. Permits must remain enforceable as a practical matter.
3. Must meet the requirements of Title V of the CAAA, 40 CFR Part 70 and Chapter 22 of Iowa Administrative Code.
4. EPA Approval.
5. Services provided by Air Quality Bureau employees will continue to meet the Iowa Department of Administrative Services job class descriptions.

**FOLLOW UP DATES**

30 days: 10:00 am Thursday November 17, 2016

60 days: 10:00 am Thursday December 15, 2016

90 days: 10:00 am Monday January 23, 2017