

EXCEEDING EXPECTATIONS

During a Global Pandemic

Feb 2020

40% → 89%

Jan 2021

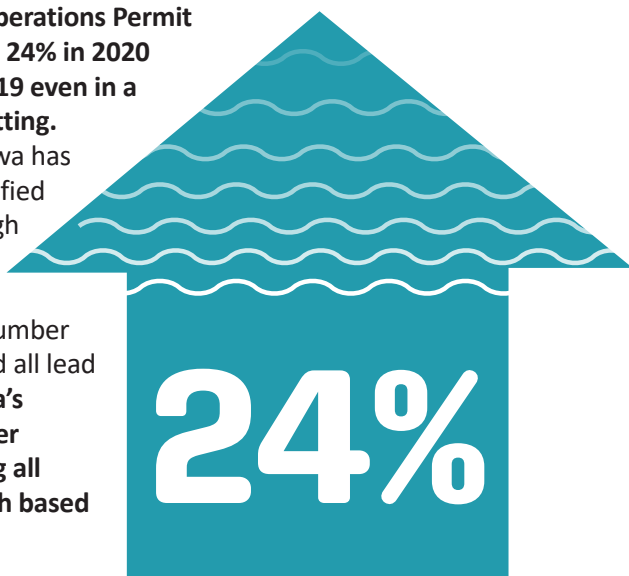
The new Iowa Easy Air online system showed steadily increasing usage numbers as industry has taken advantage of the system allowing them to do their work from any location or even on mobile devices, while still maintaining their environmental obligations.



As of February 1, 2021: **93% of all Drinking Water Treatment, Distribution and Wastewater Treatment Operators have fulfilled their continuing education requirement for 2021 renewal**; the deadline is March 31, 2021. This is an historical best % for this point in a renewal cycle. The next closest number was a 78% compliance rate in 2019. Virtual availability of training courses is a major factor for this % increase. Virtual classes allow greater attendance and operators can now participate in a larger variety of training options without leaving their facility and reducing travel costs.

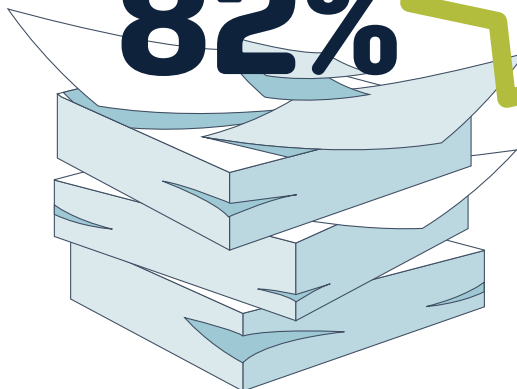
Water Supply Operations Permit Issuance was up 24% in 2020 compared to 2019 even in a remote work setting.

Ensuring that Iowa has competent, certified operators through remote exam proctoring and increasing the number of permits issued all lead to **96.9% of Iowa's community water systems meeting all applicable health based standards.**



Apr 2020

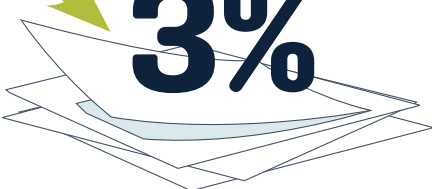
82%



Continuous improvement efforts of the Floodplain Management and Dam Safety Section led to the development of a new Floodplain and Sovereign Lands online application tool, PERMT, that went live early in 2020. Since the application went online, **joint applications received in paper format have been reduced from 82% in April to 3% in December.** The availability of the

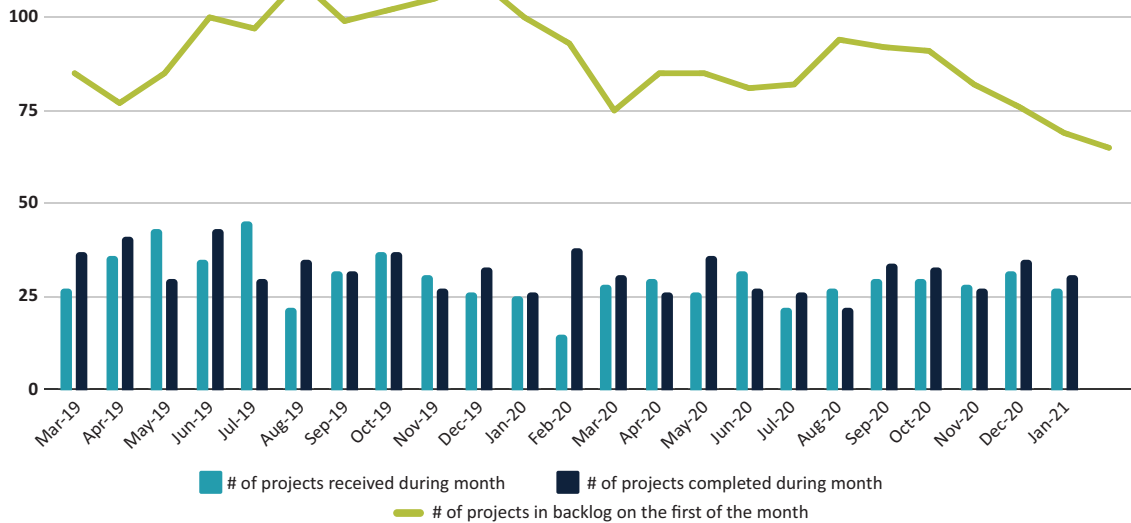
Dec 2020

3%



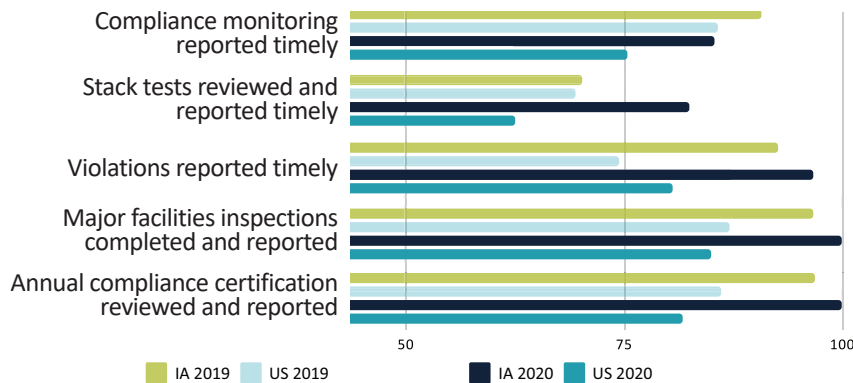
online application process made the transition to teleworking easier for permit applicants as well as DNR staff. Floodplain Permitting completed more reviews almost every month in 2020 over 2019. This led to a **22% total increase in the year.**

Air Quality Construction Permit Requests



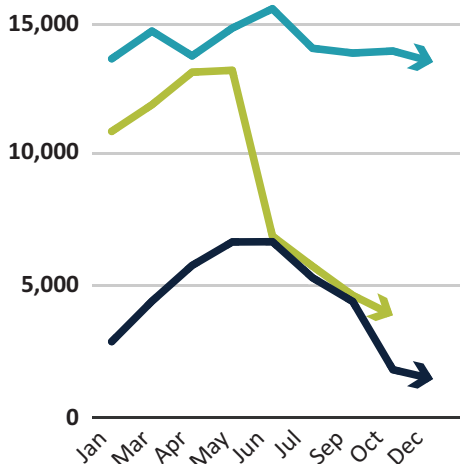
The Air Quality Bureau was able to **reduce the backlog of construction permits 24%** during 2020 teleworking while still receiving and completing steady rates of new project requests.

Air Quality Compliance Reporting



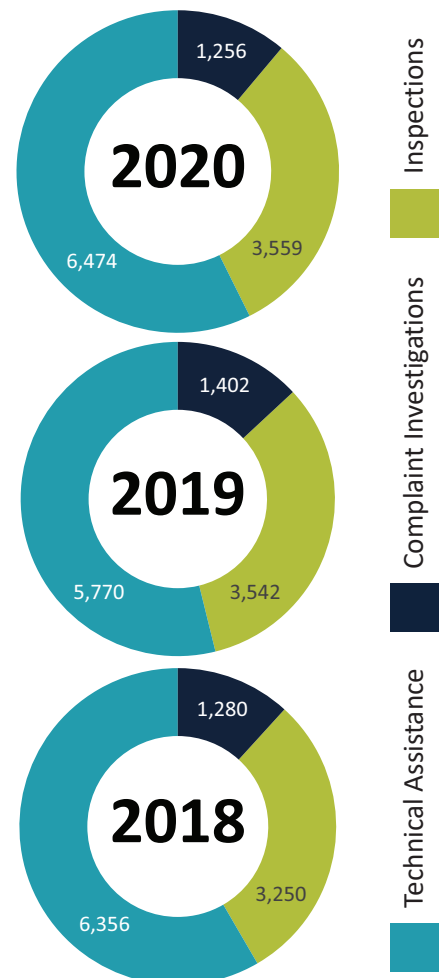
In nearly all the metrics identified by the Air Quality Bureau, Iowa has maintained or increased its performance in compliance reporting while teleworking. **When compared to compliance reporting nationally during the 2020 pandemic, Iowa significantly outpaced the national metrics in almost every category.**

Cumulative Wait Time of All Solid Waste Projects



Since the beginning of 2020, the cumulative number of days lapsed since a Solid Waste project is received until it is approved or otherwise acted upon has fallen 44%. Solid Waste employees began full-time teleworking in March of 2020. After a brief adjustment period to this new way of working, it has allowed for much quicker and more efficient response times and permit approvals.

— 2018 — 2019 — 2020



DNR Field Offices **MET or EXCEEDED most of its compliance goals in 2020**, while also continuing to provide more inspections, technical assistance and complaint investigation services.