

CIF Project # 727 – Benchmarking and Program Performance Training

Background

The purpose of this course was to train municipal staff to use an assessment framework to identify areas of their Blue Box (BB) programming which would provide the greatest pay back from a program improvement investment. Betty Muise was hired for content development and to facilitate the pilot program. The Benchmarking & Assessing Course was designed to ready municipalities for the potential of operating in an Extended Producer Responsibility (EPR) environment. The course was developed in response to the increasing need to address several issues. The main points were to understand the extent to which BB Programs would be required to be altered to comply with EPR service delivery standards and to identify improvement opportunities and calculate the cost to comply with the EPR service delivery standard. Participants would also learn to work with organizations like CIF to drive up diversion rates in an economically sustainable manner.

Summary of Results

There was full attendance and feedback came back very positive and worthwhile. Participants now understand and can use the basic building blocks to write proposals and develop the associated business plans. They can rank continuous improvement opportunities consistent with current municipal priorities and explain how to use data effectively to develop proposals and business plans. Most importantly, they can describe how to communicate plans and proposals to key decision makers. Attendees indicated they would be interested in more training.

Financials

CIF originally approved \$16,500 for course development and execution. The budget was increased to \$20,000 to cover additional development costs.

Learnings

While working with course participants, it was found that people typically don't get this type of training in-house and there is an ongoing need for formal training for municipal program staff to help them better manage their programs against performance criteria.