

### **CIF Project # 757 – Municipal Collections Working Group**

#### **Background**

In the spring of 2016, the CIF took a new tack to the development of better practices and formed a set of working groups. Project #757 examined better practices in Blue Box collections and the implications of Bill 151 on municipal collections systems.

#### **Summary of Results**

Under Project #757, a series of training events were undertaken. In 2016, Exp Services was contracted to develop a list of municipalities whose collections contracts were coming due. A training session was then held in Collingwood and other locations for the invitees to walk them through the CIF's newly developed annotated RFP template. In 2017, the collections RFP template was updated and support services were provided to municipalities, as required, through the use of external consultants to assist them with adoption of the CIF's recommendations. In 2018, York University was contracted to develop a predictive model of collection costs based on common cost drivers and better practices.

#### **Financials**

A total project budget of \$60,000 was set for this initiative. Final project costs were \$45,117.10.

#### **Learnings**

Past experience had shown that CIF funded, but municipally led, projects often failed to deliver quantitative evidence of the project results for a variety of reasons. Project #757 sought to resolve this problem by having CIF take a lead role in developing targeted activities with municipal involvement. Results from the project were instructive in that it demonstrated that municipalities were more than willing to participate in opportunities to learn and share information to improve their program performance. However, it was clear that most do not have the resources or ability to voluntarily undertake data collection and analysis except at the most rudimentary levels. This recognition was useful in that it led to fundamental changes in the way the CIF developed projects in future years. The project also highlighted the willingness of municipalities to adopt new procurement ideas if packaged in a way that could easily be adopted within their existing procurement processes leading to further changes in the way CIF developed products and services.