

P2Rx Centers' Processes for Identifying Regional Needs

Basic Process

All of the regional P2Rx Pollution Prevention Information Centers have formal and informal procedures for checking in with their direct “users” or “clientele.” All include at least one annual regional roundtable meeting, though the regions define their “roundtable” differently. All maintain more frequent communication with core constituents, using a variety of mechanisms.

Clientele/Constituents

All the Centers define their core clientele as including P2 staff persons of state environmental agencies, and the regional EPA P2 programs. Two Centers leave it at that; the remaining six include other state agency personnel, local agencies and organizations, and/or other P2 technical support providers.

“Roundtable” Definitions

Five of the regional centers have Boards of Directors. These Centers define their “Roundtables” as a significantly broader group than state and EPA region P2 program leaders. The remaining Centers (WRRC, Zero Waste and Peaks to Prairies) define their Roundtable as the state program recipients of EPA P2 funding.

Funding for Identifying Regional Needs

Some of the input-gathering procedures described by the Centers are funded through other programs they maintain.

Procedures

The following table provides a snapshot of which Centers use which types of needs identification contacts with constituents.

	Rgns 1-2 NEWMOA	Rgn 4 WRRC	Rgn 5 GLRPPR	Rgn 6 Zero Waste	Rgn 7 P2RIC	Rgn 8 Peaks to Prairies	Rgn 9 WRPPN	Rgn 10 PPRC
Board of Directors	Comprised of P2 & other state envtl agency program leaders. Meets quarterly. Ctr updates Bd re P2Rx/NEWMOA initiatives and activities. Bd mbrs offer updates re state-specific issues and strategic directions. Reg'l priorities solicited.	Comprised of state agency & EPA Region 4 representatives. Meets every 2 yrs. WRRC provides update of P2Rx & WRRC initiatives & activities, & solicits suggestions re regional focus issues.	Advisory Board comprised by reps from each GL state, Ontario, local government, NGO & U.S. EPA. Includes an industry rep. Semi-annual mtgs, bi-monthly conf calls. Board discusses activities; solicits feedback & suggestions re reg'l issues & GLRPPR activities. Plans/reviews event agendas.		State P2 programs, NCPETE, Iowa DNR, WasteCap Nebraska, UNL P3 Program, NICE, SONAR, Rgn 7 MercWork		Reps of state P2 programs, Washoe County in NV, CA Consortium of P2 Committees (C2P2C), Network of CA municipal & county programs, Rgn 9 Env'tl Finance Center, EPA Rgn 9. 2 Bd mtgs annually; provide update of P2Rx & WRPPN initiatives and activities; solicits suggestions re regional focus issues.	P2 Coordinators Group meets twice annually, includes state P2 reps, EPA Rgn 10, participants from King Cty, WA Cty, Multnomah Cty, & WA Local Air Pollution Control Agencies. Updates are shared about P2Rx, PPRC & Partner initiatives, activities & strategic direction. PPRC solicits suggestions re reg'l focus issues to inform use of P2Rx & other funding.
Regional Roundtable	Numerous conference calls and Web conferences. At annual meeting, NEWMOA discusses P2Rx activities; attendees discuss P2Rx services and emerging issues P2Rx could address.	With WRRC's organizing help, EPA Region 4 sponsors 2 reg'l roundtables each yr. WRRC updates participants re its services, & provides opportunity for comment and discussion	At annual conference, GLRPPR provides update of services & solicits feedback.	All entities receiving P2 grants discuss work plans, and ID needs from Zero Waste.	P2RIC helps plan & administer semi-annual P2 Roundtable meetings. Participants provide written projects updates. P2RIC priorities gleaned from project reports, discussion & mtg evaluations.	Annual event organized by EPA Rgn 8 w/ Peaks assistance focuses at least in part on IDing constituent needs, explicitly so in 2005.	At annual conference, WRPPN provides update of WRPPN website services & solicits feedback.	At annual roundtable (40-50 people), PPRC presents info about P2Rx & provides opportunity for attendees to discuss P2Rx services and what emerging issues could be addressed by PPRC as a P2Rx center.
Conference Calls &/or Web Conferences &/or Listservs	Calls or Web conferences focus on specific issues or sectors. State & local assistance programs provide input that informs NEWMOA's P2Rx priorities.	WRRC manages twice quarterly conference calls among region's state P2 Coordinators and EPA to discuss issues of interest to state P2 Programs. WRRC/ P2Rx activities and status of efforts are discussed.	Reg'l listserv functions to solicit communication from the members. Feedback forums included on web site.	Monthly calls. State programs discuss challenges & upcoming projects. Zero Waste also regularly contacts indvl program personnel. State programs post their issues on regional listserv.	Frequent contact with providers listed in directory.	Bi-monthly conference calls, currently organized by EPA Rgn 8, focus on state activities, interests. Ad hoc contacts & listserv also provide some input.		

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Topic Hub Teams		“Expertise partners” join topic hub development and review team.	Partners having expertise participate in teams for development & review.	Regularly post development versions to allow review and comments.			Partners with expertise in the selected topic hubs become part of development & review team.	
Surveys	At least annually, NEWMOA surveys assistance programs to inquire about their current and future planned activities as well as training and information needs.	Online rapid response service includes response form for recipient to evaluate service.	Annual conference evaluation survey requested of each registrant. Satisfaction survey administered to members & constituents three times in five years. Strategic plng (SP) questionnaire to be distributed early 2006; feedback to be summarized & presented at SP meeting.		NCPETE surveys its members re issues of greatest interest, P2RIC piggybacks.		Annual conference evaluation survey requested of each registrant. Satisfaction survey administered to members & constituents several times in seven years. Based on survey results, WRPPN refines its services to accommodate customer needs. WRPPN may administer another satisfaction survey in 2006-07.	
Other			Regional Strategic Planning Meeting in February 2006 will identify/discuss reg'l needs & identify responses in light of functionality of current services.	States offer in-kind contributions on joint projects, working side by side w/ Ctr staff. Solicit input from state and key local programs prior to submitting annual work plan. Define needs of POTW pre-treatment programs by speaking at conferences, & communicating w/ pretreatment associations.	Providers with whom P2RIC has greatest contact are those sharing projects – either hosting web sites, or joint provision of services.	Reaction to bi-weekly news briefs provides insight into issues of interest.	WRPPN promotes services throughout the region. Attendees are added to reg'l listserv where messages requesting feedback on the quality of services are distributed.	PPRC has many projects funded by sources other than PPIN. Every project has a P2Rx information sharing component. PPRC explains value of P2Rx services in soliciting new partnerships. This process helps PPRC evaluate services it provides as a P2Rx Center.

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Feedback Processes	<p>The NEWMOA Board of Directors meets quarterly. At these meetings staff present on resources and services that available through the P2Rx Center and the National Network and solicit feedback from the Board. Staff also demonstrate new products and services for the Northeast States Assistance & P2 Roundtable and solicit input on how these resources meet needs previously identified. Resources are updated to reflect feedback from the Board and the Roundtable as well as ongoing feedback. When updates have been made, based on feedback, the Board and Roundtable are briefed on these updates.</p>	<p>Waste Reduction Resource Center staff regularly check in with state P2 coordinators to make sure they're getting what they expect, by individual calls, conference calls, and at regional P2 Roundtables.</p>	<p>GLRPPR reviews recommendations and feedback with the Steering Committee and shares these ideas among P2Rx Center partners where appropriate. GLRPPR works through these two networks to incorporate change either immediately or through new tasks in subsequent work plans associated with grant funding. All of this is then evaluated full circle through our methods of continuous communication and solicitation of feedback as described above.</p>	<p>Each roundtable the Southwest Network for Zero Waste Reviews goals and accomplishments. A brief overview is given monthly; a more detailed report is prepared twice a year.</p> <p>Many of these joint projects are covered under contract with regional agencies.</p>	<p>P2RIC seeks to determine the information needs of businesses and industry through multiple engagements with business leaders, environmental regulators, and peer technical assistance providers, and by performing literature reviews of environmental surveys and programmatic environmental strategy development documents. P2RIC reports and seeks feedback on its product/service development at the twice-yearly Regional P2 Roundtable meetings.</p>	<p>Peaks to Prairies staff regularly check in with state P2 coordinators to make sure they're getting what they expect, by individual calls, conference calls, and most recently the March Region 8 P2 Roundtable where substantial discussion was devoted to revising the status of prior requests, and setting new objectives in light of remaining gaps.</p>	<p>There are two mechanisms used as our feedback loop is through our annual evaluations: 1) our annual conference and 2) our spring Board meeting. At our conference, we ask our constituents if they are satisfied with the services provided by the Center. Based on the feedback, we then implement suggestions where appropriate. Feedback from our constituents is requested every year, and recommendations are suggested every year as well. This is our way of ensuring continuous improvement.</p> <p>An update on our progress is provided to our Board every spring. Suggestions from the Board are also accepted.</p>	<p>PPRC has other projects (outside of PPIN funding) with each of the major P2 programs in the Northwest. Through our PPIN activities and these other projects, PPRC needs to have constant communication on whether or not our services are making the P2 technical assistance providers life easier. We get to learn if information is meeting its target, is usable, and if it helps build leverage for all projects. This project-level communication enables us to know if we are doing things right or if we need to change approaches or content.</p>

Each region's procedures are described in greater detail in the following pages.

NEWMOA (Regions 1&2)
Northeast Waste Management Officials' Association
Partner Communication Process

Major Organizations/Partners:

- NEWMOA Board of Directors
- Northeast Assistance and Pollution Prevention Roundtable (NEA & P2 Roundtable) and Steering Committee
- EPA Region 1 – New England
- EPA Region 2

NEWMOA's Board of Directors is comprised of the hazardous waste, solid waste, waste site cleanup and pollution prevention program directors of the state environmental agencies in Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, and Vermont. The NEWMOA Board meets quarterly to provide input on NEWMOA projects and to discuss emerging issues.

The NEA & P2 Roundtable serves state and local environmental assistance programs throughout the Northeast. The Roundtable has numerous conference calls and Web conferences throughout the year and an annual face-to-face meeting.

Communication Process

There are four primary avenues in which NEWMOA and its partners communicate about services provided and needed in the region: 1) Board of Directors' Meetings, 2) Annual Regional Roundtable 3) Conference calls and Web conferences; 4) annual survey of activities, interests, and needs.

- 1) NEWMOA organizes and facilitates four Board of Directors meetings annually. At the meetings, an update of P2Rx/NEWMOA initiatives and activities is provided. Board members also have the opportunity to update the group on state-specific issues and strategic directions. NEWMOA solicits suggestions from Board Members about regional priorities and these suggestions inform NEWMOA's work under P2Rx funding and other project funding.
- 2) NEWMOA organizes and facilitates one annual regional roundtable. At the roundtable, NEWMOA discusses its P2Rx-related activities and provides an opportunity for attendees to discuss P2Rx services and what emerging issues could be addressed by NEWMOA as a P2Rx center.
- 3) NEWMOA chairs a number of conference calls of the Roundtable and the Steering Committee as well as a series of Web conferences focused on specific issues or sectors. From these calls, NEWMOA gains valuable input from assistance programs which informs its P2Rx work and priority setting.
- 4) At least annually, NEWMOA surveys assistance programs to inquire about their current and future planned activities as well as training and information needs.

Note: Many of the processes for soliciting input from constituents outlined above are funded through other projects.

WRRC (Region 4)
Waste Reduction Resource Center
Partner Communication Process

Major Organizations/Partners for WRRC:

- State Agencies of Florida, Georgia, Alabama, Mississippi, North Carolina South Carolina, Tennessee and Kentucky and their local partners through the state agency.
- Environmental Protection Agency – Region 4

Program Coordinators or their representatives from every major organization listed above serve on the WRRC Advisory Board.

Communication Process

There are four primary avenues in which WRRC and its partners communicate about services provided to the region: 1) Board meetings, 2) Regional Roundtables 3) twice quarterly conference calls, 4) survey response efforts.

- 1) WRRC organizes and manages an advisory board meeting every two years. At the meetings, an update of P2Rx and WRRC initiatives and activities is provided. WRRC solicits suggestions from partners about regional focus issues, and some of those suggestions become our topic hub priority. Partners having expertise in the selected topic hubs become part of the topic hub development and review team. In past years, NC has sponsored a meeting. Last year, because of travel and time constraints, it was incorporated as an afternoon session in the agenda of one of the two roundtables that EPA Region 4 sponsors.
- 2) At the regional roundtables, which WRRC helps organize, WRRC gives ample opportunity for feedback on its services. This is accomplished by providing an update of WRRC services in the presentations and by providing an opportunity for comment and discussion.
- 3) WRRC manages and participates in a conference call twice each quarter among the regional state P2 Coordinators and EPA to discuss issues of interest to the state P2 Programs. Program activities and status of efforts are discussed on these calls.
- 4) WRRC has an online rapid response service. When WRRC staff responds to a request a response form is included for the recipient to evaluate the service provided.

Results

Participation and contributions from network members to WRRC services is strong and continuous. WRRC feels that its communication process with network members and partners is an effective model that engages local, state and federal programs to focus periodically in various levels of detail on center activities and products.

GLRPPR (Region 5)

Great Lakes Regional Pollution Prevention Roundtable (Region 5)

Partner Communication Process

Major Organizations/Partners for GLRPPR:

- State Agencies of Illinois, Indian, Michigan, Minnesota, New York, Ohio, Pennsylvania, Wisconsin & Ontario Canada
- Erie County in New York
- University of Wisconsin – Solid & Hazardous Waste Education Center (SHWEC)
- University of Minnesota – Minnesota Technical Assistance Program (MnTAP)
- U.S. Environmental Protection Agency – Region 5
- U.S. EPA Great Lake National Program Office (GLNPO)

Representatives from every major organization listed above serve on the GLRPPR Board, as well as a industry representative. We also have alliances or strong relationships with NGO's such as INFORM, Center for Neighborhood Technology, Lake Michigan Section – Air & Waste Management Association, etc.

Communication Process

There are seven avenues in which GLRPPR and its partners communicate about services provided to the region: 1) Board meetings and conference calls, 2) annual summer conference, 3) annual winter meeting, 4) evaluations, and 5) outreach efforts.

- 1) GLRPPR organizes and manages two Board meetings annually in conjunction with our summer and winter programs. At these meetings, an update of P2Rx and GLRPPR initiatives and activities is provided. GLRPPR also regularly discusses activities and solicits feedback from the Steering Committee on monthly conference calls (now bi-monthly).
- 2) GLRPPR solicits suggestions from partners about regional focus issues, and based on those suggestions GLRPPR selects focus areas and topic hubs that are currently relevant to the region. Partners having expertise in the selected topic hubs become part of the topic hub development and review team.
- 3) At the annual conference, GLRPPR gives ample opportunity for feedback on services. This is accomplished by providing an update of GLRPPR by providing a conference evaluation survey to each registrant.
- 4) GLRPPR has administered a satisfaction survey to its members and constituents three times in five years. Based on survey results, GLRPPR has refined its services to accommodate the needs of our customers.
- 5) GLRPPR will be hosting a Regional Strategic Planning Meeting in February 2006 to identify/discuss the needs of the Region and to identify how GLRPPR can respond to those needs. GLRPPR will also discuss current services and how they are functioning to meet the needs of the Region. As part of this meeting a short pre-meeting questionnaire is being distributed and feedback will be summarized and presented at this meeting.
- 6) GLRPPR has engaged in outreach efforts that promote services throughout the Great Lakes region. A listserv is used to communicate services and activities. Membership to GLRPPR is free at this time and the listserv is an essential tool that functions to solicit communication from the members.
- 7) GLRPPR provides multiple feedback forums on our web site to give users opportunities to suggest document additions, corrections, ask technical and web related questions.

Results

Participation and contributions from members of GLRPPR and use of our services is strong and steadily grows. GLRPPR is confident that our communication process with members and partners is an effectively engaging our target audience which is local, state and federal programs offering environmental and pollution prevention assistance within their state or region. However, we are always open to new opportunities and partnerships to help expand our reach and our value.

The Southwest Network for Zero Waste P2Rx (Region 6)

Zero Waste is employing a number of means to ensure that our products and activities meet the needs of the state programs.

- Regional P2 Roundtable – The Region 6 P2 roundtable meets twice a year. At the roundtable all entities receiving pollution prevention grants discuss their work plan, and point out their needs from the regional center.
- Monthly Teleconferences – The Zero Waste Network hosts monthly conference calls where state programs discuss their challenges and upcoming projects.
- Regular contact – We contact state programs on a regular basis.
- Joint projects – Many of the states offer in-kind contributions which means they work side by side with our staff on projects.
- Input as the product develops – As we begin coding for a new or revised product we regularly post development versions. This allows states to comment and review on our product as they develop.
- Regional List Serve – We have a regional list-serve where state programs post their issues.
- Work plan Development - before we submit our annual work plan we solicit input from the state programs and key local programs.

This was the focus of our first two years. In our second year we began to forge ties with local programs through their POTW pretreatment programs. Some of the ways we have been defining the needs of these programs include:

- Speaking at conferences.
- Working through regional POTW pretreatment associations.
- Working with other regions to identify successful strategies for promoting P2 in pretreatment.

P2RIC (Region 7)
Pollution Prevention Regional Information Center
Partner Communication Process

Major Organizations/Partners for P2RIC:

- Regional P2 Roundtable
- NCPETE
- Iowa DNR
- WasteCap Nebraska
- UNL P3 Program
- NICE
- SONAR
- Region 7 MercWork

Communication Process

P2RIC communicates with its partners about information needs and P2RIC services at the P2R7 regional meetings, through directed outreach, and during specific project collaborations.

There are four primary avenues in which WRPPN and its partners communicate about services provided to the region: 1) Board meetings, 2) annual conference 3) evaluations, and 4) outreach efforts.

- 1) P2RIC helps to plan and administer the Region 7 P2 Roundtable meetings held each spring and fall. As part of the preparation for these meetings, P2RIC requests that meeting participants supply a written projects update which describes their current activities. P2RIC learns of P2 topics of interest from the meeting planning discussion, from the projects updates, and from meeting evaluations. Other meeting discussions help to identify other P2RIC service or information product needs.
- 2) P2RIC attends regional meetings as both a presenter and a vendor. P2RIC seeks feedback from the audiences during each of these outreach efforts. NCPETE does a great job of surveying its members to see what issues have greatest interest to its members; P2RIC learns of these issues subsequent to their annual spring meeting.
- 3) P2RIC maintains frequent contact (other than the annual request for program information review) with many, but not all of the regional P2 providers listed in the directory. The providers with whom P2RIC has the greatest contact are those with whom it has projects – either hosting web sites, or joint provision of services.
- 4) The P2RIC director tries to initiate semi-regular phone calls to the state P2 contacts. Issues about needed information are requested during these meetings.
- 5) In the past, P2RIC monitored the level of activity associated with each news items to determine topics of specific interest. Due to administrative overhead associated with this activity, P2RIC no longer tracks information use at this level of detail. It did provide a good snapshot of what information was of interest.

Results

Topic hub subjects have been suggested through this input mechanism. The demand for collaborative efforts in project outreach/marketing development and has increased, with a specific request to work to increase the public awareness of the basic concepts of P2 and need for environmental health.

Peaks to Prairies Pollution Prevention Information Center (Region 8) Partner Communication Process

Major Organizations/Partners for Peaks to Prairies:

- ✓ Colorado Department of Public Health & Environment
Pollution Prevention Unit
- ✓ EPA Region 8 Pollution Prevention Program
- ✓ Montana Department of Environmental Quality
Pollution Prevention Bureau
- ✓ North Dakota Department of Health
- ✓ South Dakota Department of Environment and Natural Resources
- ✓ Utah Department of Environmental Quality
- ✓ Wyoming Department of Environmental Quality

Communication Process

There are four primary avenues in which Peaks to Prairies and its partners communicate about services provided to the region: 1) Annual roundtable, 2) bi-monthly conference calls; 3) ad hoc contacts; 4) listserve.

The September 2005 Roundtable focused explicitly on constituent needs. Priorities were identified and Peaks to Prairies is adjusting its activities accordingly.

Peaks to Prairies pursues projects that have interest among state agencies in the region, as well as projects of interest to EPA. The Center uses the avenues listed above to solicit feedback and disseminate products.

Western Regional Pollution Prevention Network (Region 9) Partner Communication Process

Major Organizations/Partners for WRPPN:

- State Agencies of California, Arizona, Nevada and Hawaii
- Washoe County in Nevada
- California Consortium of Pollution Prevention Committees (C2P2C)
(network of municipal and county programs in CA)
- Environmental Finance Center – Region 9
- Environmental Protection Agency – Region 9

Representatives from every major organization listed above serve on the WRPPN Board.

Communication Process

There are four primary avenues in which WRPPN and its partners communicate about services provided to the region: 1) Board meetings, 2) annual conference 3) evaluations, and 4) outreach efforts.

- 1) WRPPN organizes and manages two Board meetings annually. At the meetings, an update of P2Rx and WRPPN initiatives and activities is provided. WRPPN solicits suggestions from partners about regional focus issues, and some of those suggestions become our topic hub priority. Partners having expertise in the selected topic hubs become part of the topic hub development and review team.
- 2) At the annual conference, WRPPN gives ample opportunity for feedback on services. This is accomplished by providing an update of WRPPN website services and by providing a conference evaluation survey to each registrant.
- 3) WRPPN has administered a satisfaction survey to its constituency several times in seven years. Based on survey results, WRPPN has refined its services to accommodate the needs of our customers. WRPPN is considering administering another satisfaction survey in 2006-07.
- 4) WRPPN has engaged in outreach efforts that promote services throughout the region. Every program that attends our outreach meetings are added to the regional listserv where messages requesting feedback on the quality of services are distributed.

Results

Participation and contributions from network members to WRPPN services is strong and continuous. WRPPN feels that its communication process with network members and partners is an effective model that engages local, state and federal programs to center activities and events.

Pollution Prevention Resource Center (Region 10)

Partner Communication Process

Major Organizations/Partners:

- State Agencies of Alaska, Idaho, Oregon and Washington
- King County, Washington County, Multnomah County
- EPA Region 10
- Local Air Pollution Control Agencies in Washington State

PPRC facilitates the Region 10 P2 Coordinators Group, which has representatives from all state P2 programs, EPA regional office and some local programs depending on current interest. This group meets two times per year.

Communication Process

There are four primary avenues in which PPRC and its partners communicate about services provided and needed in the region: 1) P2 Coordinators meetings, 2) Annual Regional Roundtable 3) Project-specific outreach; 4) New Partners development.

- 1) PPRC organizes and facilitates two P2 Coordinators meetings annually. At the meetings, an update of P2Rx and PPRC initiatives and activities is provided. Partners also have the opportunity to update the group on state-specific issues and strategic direction. PPRC solicits suggestions from partners about regional focus issues, and these suggestions inform our work under P2Rx funding and other project funding.
- 2) PPRC organizes and facilitates one annual regional roundtable. At the roundtable, PPRC presents information about P2Rx to all roundtable attendees (usually about 40-50 people). PPRC also provides an opportunity for attendees to discuss P2Rx services and what emerging issues could be addressed by PPRC as a P2Rx center.
- 3) PPRC has many projects that are funded by sources other than the Pollution Prevention Information Network. Every project we conduct has a P2Rx information sharing component.
- 4) PPRC solicits new partnerships by explaining the value of P2Rx services and how those services could help the new partner achieve their environmental goals. This process also helps PPRC evaluate what services we can provide as a P2Rx Center.

Results

PPRC is well informed about the services that are needed by our constituents. Every project proposal is well-crafted to meet the needs of our diverse group of stakeholders. We can't be all things to all people, but we try to select outreach efforts and projects that are transferable throughout the Northwest states.