

SBEAP DRAFT MEASURES

Resources	Activities/Outputs	Customers	Short-term Outcomes	Intermediate Outcomes	Long-term Outcomes	Ultimate Goal
Budget expended per year ** \$\$	# and type of compliance assistance requests**	Small Business	#/% of SBs reporting increase in understanding of regulatory requirements	SBs make changes to comply (process changes or submit paperwork) # of SBs that submit compliance application # of SBs that implement process changes or install controls	SB becomes environmental steward # of SBs participating in Environmental Leadership or Voluntary Programs	Environment improves
Staff # of FTE dedicated to the program**	# of compliance assistance tools developed	Economic Development	#/% of SBs reporting an increased understanding of environmental resources available	SBs decrease the # of violations decrease in the # of violations over a 2 year period	SB work environment improves Decrease in the # of "sick" days taken by SB employees Increase in worker productivity	Communities are safer
Institutional Knowledge Years of staff experience and education per FTE	# of compliance assistance workshops**	Partners # of Trade Assoc., Banks, Universities, Schools partnering with SBEAP	#/% of SBs reporting increased awareness of air quality emissions	SBs decrease the # of accidents Reduction in the # of environmental spills Decrease in # of OSHA violations	SB becomes more economically viable Increase in SB sales	Economy grows
Partners # of Trade Assoc., Banks, Universities, Schools partnering with SBEAP	Comment on new regulations/participate in rulemaking # of public hearings on rulemakings attended # of submissions of comments on rulemakings	<i>Host Agency</i>	#/% of SBs reporting increased understanding of P2	# of SBs that implement 1 or more P2 opportunities	<i>SB are recognized by the state</i>	<i>SBAP becomes valued resource in community</i>
Host	<i>Develop promotional materials</i>	<i>Staff</i>	#/% of SBs reporting increased understanding of partners available to provide resources	SBs promote SBEAP services # of SBs that refer other SBs to SBEAPs	<i>SB productivity increases</i>	<i>SB reduce impact</i>
<i>EPA</i>	<i>Make referrals to partners</i>	<i>Municipalities</i>		<i>SBs submit permit application/registrations</i>	<i>SB reduce emissions</i>	<i>SBCAAP provide multimedia services</i>
<i>Small Business</i>	<i>Site visits**</i>	<i>POTWs</i>		<i>SB improve mgmnt of environmental responsibilities</i>	<i>More new (unique) businesses reached (wider reach of SBCAAP)</i>	<i>SB known as a steward</i>
<i>Time</i>		<i>Non Profits</i>		<i>SB implement P2 and reduce emissions & waste generation</i>	<i>SB environmental burden is reduced</i>	
<i>SBO</i>				<i>Improve # or sectors of SB reached</i>	<i>SBEP goes multimedia</i>	
<i>Program History</i>				<i>SBEAP improves consulting services and network</i>	<i>New partnerships developed</i>	
				<i>SB educate workforce</i>	<i>SB recommends host state as place to grow</i>	
					<i>SB services expanded</i>	

Efficiency	Productivity	Cost Effectiveness	Customer Satisfaction	Customer Reached	Service Quality	Other Measures
Cost per Compliance Assistance Activity By Type	# of Compliance Assistance requests/FTE	Cost per avoided violation	% of customer satisfied with assistance provided by type (on-site, workshop, tools, phone, email, etc)	% of target populations trained/assisted (by sector)	% of assistance request responded to in X time	<i># of compliance assistance requests handled by type (onsite, letter, email, phone)</i>
Type Includes: Tool Development, Workshop Delivered, Site Visit, Phone/Email Assistance	Time per FTE/ Compliance Assistance Request	Cost per emissions reduced	% customer who would recommend our services	% overall market penetration of SB	% requests completed within X timeframe	<i># of tools mailed versus emailed or downloaded</i>
	<i># of Contacts per facility/FTE</i>	Cost per permit issued	% customer who would use our services again	Type of customer reached	<i>% of SB assistaed indicated service met their needs</i>	<i>Knowledge improvement through service</i>
	<i># of Compliance Assistance Activities by Type/ FTE</i>	<i>Cost of program versus total client sales</i>	<i>Usefulness of compliance assistance materials</i>	Referral Source	<i>% trained who complied before deadline</i>	
	<i>Time of Compliance Assistance Activity By Type/FTE</i>		% customer satisfied with overall services	<i># of businesses versus non-buisnesses</i>	<i>% of recommendations by type implements per assistance</i>	
	Type Includes: Site Visits, Tools Developed, Workshops Delivered			<i>Demographic Data (#of employees, sales, etc)</i>	<i>% of assistance requests where SBEAP is able to resolve all customer needs</i>	

Blue measures indicate most common in review of those submitted by subcommittee members.