

# Evaluation of the Mass. OTA Chemical Safety and Climate Change Resiliency Services

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## The Goal

To assess the effectiveness of the OTA's chemical safety and climate change resiliency program, including trainings and site visits, and provide recommendations for improvements.

# Our Process

Developed interview and survey questions to isolate useful client feedback

Conducted phone interviews with OTA service participants

Developed and distributed an online survey

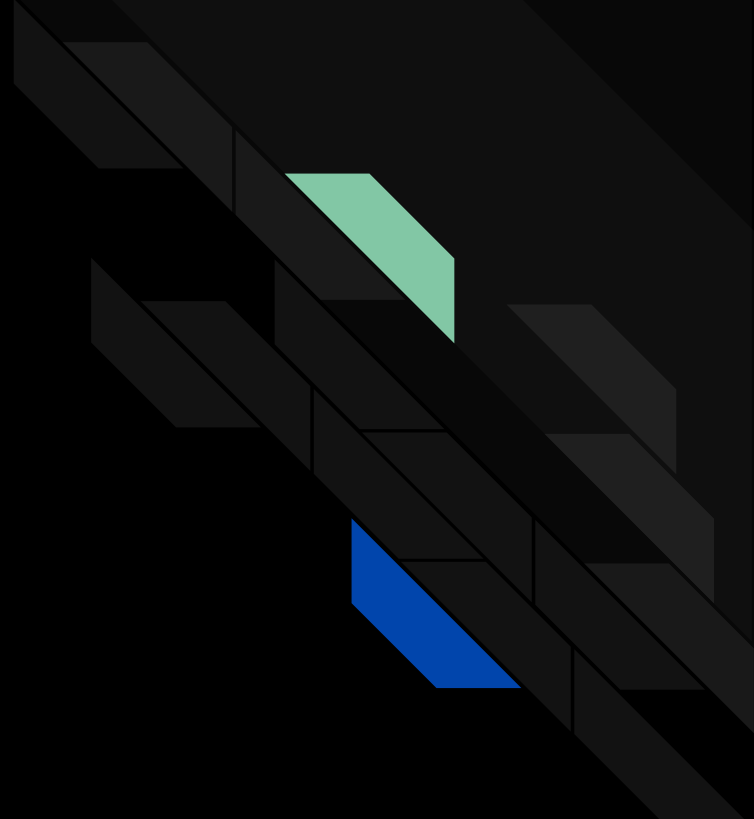
Identified gaps in OTA services and unmet needs of clientele

Identified strengths of OTA program

Developed recommendations specific to identified needs

# Reaching Out

- Spoke with TURI and TNEC representatives
- Obtained survey samples
- Learned about their evaluation methods
- Learned about available TURI services
- Gained info on how related organizations operate



# Criteria For Evaluation

## 1 Relevance of Services

OTA services are relevant to the needs of their clients

Information provided directly benefits the organizations seeking help via OTA trainings or other services

## 2 Relevance of Recommendations

Clients are able to make changes related to their process, their facility, their trainings, etc. without being completely impeded by barriers (e.g. cost)

OTA ability to provide reasonable recommendations, sensitive to the needs of the company with respect to possible barriers

## 3 Client Satisfaction

Clients are satisfied with OTA trainings and other services

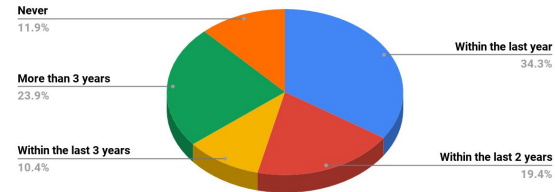
# Client Feedback

Site visit feedback such as:

- “No brainer” to use OTA services
- OTA is “one of the best kept secrets in Massachusetts”
- “OTA is a great resource to have”

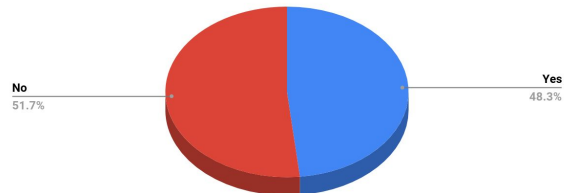
Has your facility or community conducted a hazard analysis and prepared an emergency response plan?

n=67



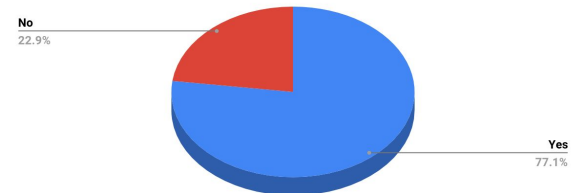
Are you familiar with the free, confidential technical services provided by OTA?

n=118



Has your facility initiated measures to reduce your use of toxic chemicals and materials?

n=109





# Positive Findings

*We found that:*

- *Surveyees have a need and interest for OTA trainings.*
- *Surveyees found the tools and resources presented at trainings useful or inspiring for their situation.*
- *Trainings met municipal worker expectations.*
- *Trainings act as a valuable networking event.*
- *Toxics users are willing to work with OTA in the future.*
- *Individuals who have hosted site visits are willing to work with OTA in the future.*
- *Site visit recommendations were relevant to the company's needs.*



# Findings to be Addressed

*We found that:*

- *OTA services are insufficiently advertised to the companies who may require assistance.*
- *Trainings could benefit from an active, hands on, or mock disaster scenario component.*
- *Attendees desire more specificity.*
- *Attendees desire a greater online presence.*
- *Attendees desire more focus on weather specific to the northeastern region.*
- *OTA's TUR recommendations are difficult to implement.*
- *Companies are moving towards TUR without OTA assistance.*





# Our Recommendations

*Based on our findings, recommend that the OTA:*

- *Expand their services to fulfill the unmet need for a similar program for businesses such as chemical recyclers and medical waste producers.*
- *Develop webinar versions of the training, available online through their website.*
- *Develop another supplemental training with a hands-on approach to emergency preparedness.*
- *Provide more focus on severe weather in the northeast region.*
- *Improve the marketing of their services to increase awareness of their services.*
- *Make TUR resources accessible online through their website.*
- *Utilize centralized online surveying tools to improve data collection, consistency, and organization.*

# Criteria

# Findings

# Recommendations for Improvement

**Relevance of Services**  
OTA services are relevant to the needs of their clients  
Information provided directly benefits the organizations seeking help via OTA trainings or other services

**Relevance of Recommendations**  
Clients are able to make changes related to their process, their facility, their trainings, etc. without being completely impeded by barriers (i.e. cost)  
OTA ability to provide reasonable recommendations, sensitive to the needs of the company with respect to possible barriers

**Client Satisfaction**  
Clients are satisfied with OTA trainings and other services

**Additional Findings**  
These are results that do not necessarily pertain to specific criteria but were significant and noteworthy

- Attendees desire more specific information from trainings
- Attendees desire focus on weather specific to the northeastern region
- OTA resources are relevant
- Some training attendees did not gain awareness of OTA technical services
- Site visit recommendations were relevant to the company's needs
- OTA TUR recommendations are difficult to implement
- Trainings could benefit from an active, hands on, or mock disaster scenario component
- There is a desire for a greater online presence
- Trainings provide valuable networking opportunities
- Companies are willing to work with OTA in the future
- Companies are moving towards TUR without OTA assistance
- Feedback collection is ineffective, incomplete, scattered

- Provide specific, detail oriented info
- Develop specialized services for businesses with unmet needs
- Increase focus on local severe weather conditions
- Increase awareness for OTA services via PR campaign
- Provide comprehensive support for clients implementing OTA suggested TUR changes
- Include hands on activities/ emergency drills in trainings
- Increase accessibility of online chemical database and TURI resources via OTA website
- Develop online webinar versions of trainings for ease of access
- Utilize uniform surveying methods for consistent data



Thank You!