

Compliance & P2 Assistance Barrio Logan Outcome Measurement



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Barrio Logan Compliance & P2 Assistance

- National EJ Priority Community
- Multi-agency Effort
- Compliance & P2 Task Force
- Multi-regulation & multi-media focus
- Automotive, auto-body and auto salvage
- Compliance Assistance & Pollution Prevention

Project Planning: I.D. Business Sector

- Environmental and health impacts
- Compliance & P2 assistance approach
- Small businesses in B.L. community
- Large sector in B.L. community
- Outreach will have impact
- **Automotive, auto-body, auto salvage**

Considerations & Challenges

- Community businesses
- Community-building
- Business-centric
- Bi-lingual
- Demonstrate results
- Long-term results

Outcome Measurement

Goal 5 Measures for Assistance

- Improvement in understanding of requirements
- Change in environmental management practices
- Reduction in pollution

Additional Measures

- Improved sense of community
- Increased awareness and involvement

Pre-Post Test

- Color-coded (pre- v. post)
- Objective format
- Limited number of questions
- 2-3 questions per regulator/ion questions
- Questions on most important or most problematic requirements
- Pre-Test given just after “welcome”
- Incentives for completing post test

- For each question on Pre & Post Test respondent indicated whether response was “best guess” or “pretty confident” in their answer.
- Post-test included 5 additional non-regulatory questions “agree”/ “disagree”
 1. Spanish translation was helpful
 2. Better understanding of how to comply
 3. Already knew the information presented
 4. Plan to make changes based on information
 5. Workshop was valuable use of my time

Measurement Results #1

- 14 people attended first workshop
- All showed improved understanding
- All indicated they felt more confident in their answers on the post-test
- 13 indicated they would make a change at their business based on assistance provided
- 3 businesses contacted a regulator for further assistance

Measurement Results #2

- Second workshop requested in area
- 41 people attended
- 41 indicated improved understanding, plans to make a change based on assistance, 40 expected to reduce pollution based on information received
- 3 contacted a regulator for additional assistance and/or on-site visit
- One regulator was asked to speak at an association meeting

Lessons Learned

- Matching device for pre and post tests give indication of which items a respondent improved upon
- Written tests can be a problem for some
- Testing itself is stressful for many – use the term “survey”
- Look and feel of survey is important
- Shorter, objective tools are better

- Emphasize problematic requirements by featuring in survey/test
- State the question as simply, directly as possible
- Be sure all questions on test/survey are included in presentation
- Review and review again!
- Test/survey response time(s) should be scheduled

Other important facts

- Pre test is opportunity to bring attention to important requirements – things to note during presentation/workshop
- Objective tests can trigger memory and gives visual aid that helps reinforce information later
- Post test reinforces information
- Always include space for “comments”
- If translating to another language, try to get a second opinion on translation