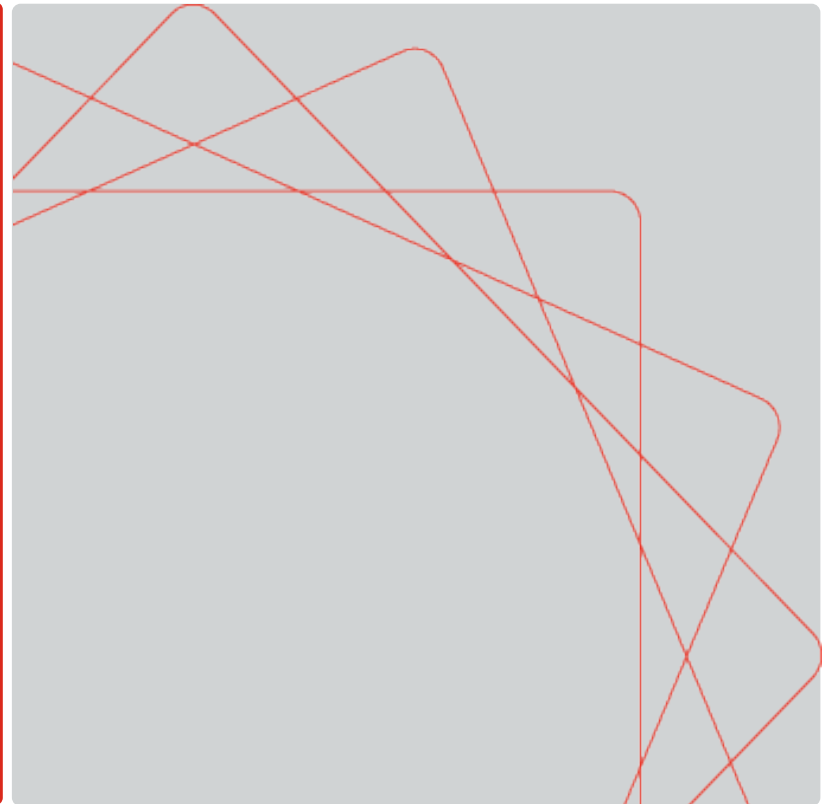




**Meeting TRI Data
Users' Needs:
Staying ahead of the
curve!**

May 7, 2014



Introduction



- How well does the TRI Program meet the needs of TRI data users now and in to the future?
- The TRI Program serves a wide range of customers
- Understanding the customer helps the TRI Program to make decisions today that will not be eclipsed a year from today

Approach

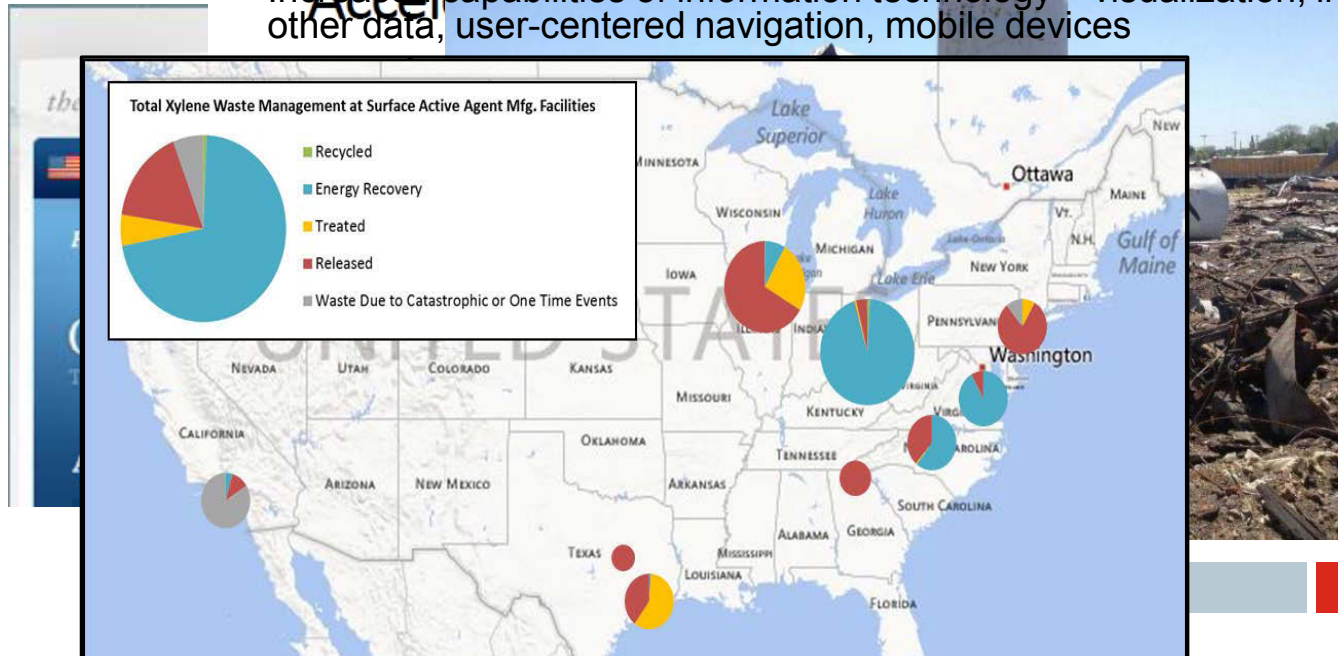


- Identify future trends in social concerns and behaviors
- Identify technological trends
- Review users feedback through a variety of feedback mechanisms
 - e-mail logs
 - hotline calls
- Synthesize information
 - current state of services
 - demand for new and/or improved services
- Identify gaps in meeting the needs of TRI data users

What does the future look like for TRI data users?



- Given current trends, will the TRI Program's current products and services continue to be sufficient?
 - Increasing interest in environmental issues accompanying climate change, industrial accidents, resource scarcity
 - Change in user access and expectations – more mobile device access
 - Drive toward Open Government – other outlets using TRI data
 - Increased capabilities of information technology – visualization, integration of TRI with other data, user-centered navigation, mobile devices



to pass



Potential Opportunities



- ❑ Foster interactions with and among TRI data users
- ❑ Support interpretation and expanded TRI-centered analyses
 - ❑ Integrate hazard and risk with TRI information products
- ❑ Enhance TRI tools
- ❑ Invest in innovation

More User Engagement



- Develop & implement customer engagement plan
 - Continue/expand direct interactions with TRI data users
 - Solicit feedback when sharing best practices, information products, and analyses
 - Beef up FQs for TRI data users
 - Facilitated discussion boards allow for peer-to-peer knowledge sharing
- Measure effectiveness of engagement plan

More Context



- Deliver more contextual information in tools and information products:
 - Chemical-specific health effects
 - Community demographics
 - Environmental conditions
 - Corporate owner data
 - Sector benchmarks
 - Compliance

- Identify and make available tools for estimating exposure and risk
 - Comparative hazard evaluations related to pollution prevention actions

Promote TRI-Centered Analyses



- Help others replicate tested analytical approaches
- Publish and solicit topics of interest to EPA and other TRI data users
 - Host or sponsor a “Best of” analytical approaches and TRI data analyses web page
 - Host or sponsor user conference and webinars
 - Host or sponsor a (curated) knowledge-sharing platform for TRI data users

Invest in Useful IT Solutions



- Curate the ecosystem of TRI web tools
- Alert users to the availability of other environmental data
- Guide users toward best choice
- Roll out TRI Analyzer to the public
- Improve web data services and other forms of access (OpenData.gov)

The image displays five overlapping screenshots of EPA web portals. From left to right: 1. 'TRI Explorer' showing release reports and filters. 2. 'Envirofacts' homepage with search options. 3. 'TRI.NET' program page with a search form for facilities. 4. 'Toxics Release Inventory (TRI) Program' page with a 'TRI-CHIP Download' section. 5. 'Envirofacts TRI Pollution Prevention Search' page with search criteria and filters.

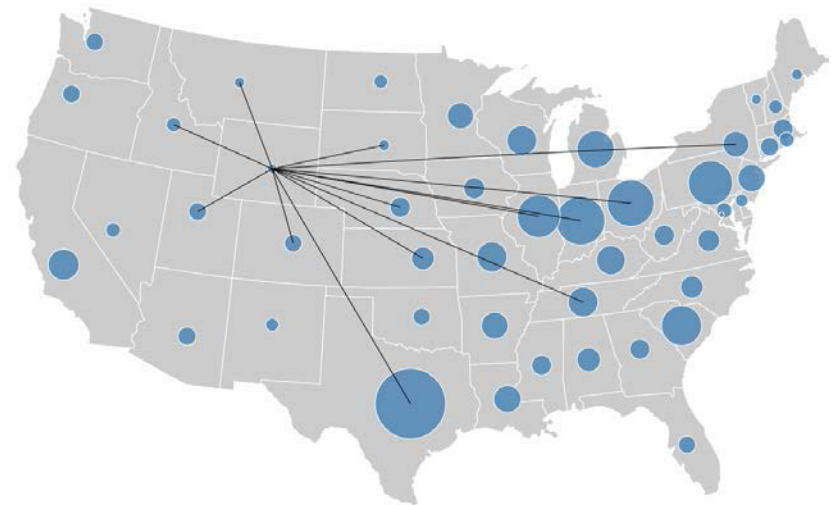
Innovate



- Organize a virtual or dedicated research team - “Laboratory”
- Invest in information infrastructure to support integration of TRI data with other data sources
- Supplement current data retrieval products with easy-to-use web-based visualization

Transfers of Toxic Chemicals Received

Wyoming: 4,094,765 lbs



Take Aways



- Leverage the interests and contributions of customers and partners
- Experiment and innovate to define NextGen TRI services and products
- Partner with other organizations to solve customer needs

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