

Appendix O

Materials from Round Two Beta Testing

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APPENDIX O: MATERIALS FROM ROUND TWO BETA TESTING

Frequently Asked Questions

What are the benefits?

- Better understand your business trash and its impacts - from cost to volume to environmental impact
- Determine potential additional impacts from reducing and recycling more trash
- Share an easy-to-read 1-page report with customers or management that highlights successes and future opportunities to reduce your trash
- Access dozens of free resources to start new trash reduction/diversion programs

I don't have a recycling program. Is this calculator for me?

Yes. It's designed for all types of users, including those without recycling programs. All you need is a computer, access to Microsoft Excel software, and basic information about your business such as the number of employees, its county location, and your business sector.

What if I don't have any information about my trash and recycling?

No problem. Just enter basic information about your business such as the number of employees, its county location, and your business sector. Trash and recycling information will automatically appear based on your business profile. Then use this information to determine what future potential your business has for further reducing or recycling your trash.

I already track or report my trash and recycling levels. Why would I use this calculator?

The primary goal of the Commercial Climate Calculator is to evaluate future potential, not current waste or recycling levels. It helps you examine the relative diversion, financial and climate impacts associated with different waste handling strategies at your business.

How is this calculator different than EPA's Waste Reduction Model (WARM)?

EPA's WARM helps solid waste planners estimate climate impacts of different trash handling strategies. The Commercial Climate Calculator also provides current and future estimates of your business trash and recycling volumes, costs and greenhouse gas emissions. In addition, it includes:

- Some California-specific waste, cost, and greenhouse gas emission estimates, and
- An interactive results page that works for any California business.

What are the benefits?

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Cal Recycle Commercial Climate Calculator: Testing Guide

Name:

Company name:

Phone:

Email:

Date:

Background

The calculator you'll be testing today is intended for virtually any California business to use. In short, it helps businesses evaluate the financial, climate, and diversion benefits of implementing waste reduction and recycling strategies.

This calculator is being developed with funding from Cal Recycle to help businesses respond to the mandatory commercial recycling program included in the AB32 climate change bill.

To ensure the calculator is ready to be released this spring, our team is conducting the second of two rounds of testing. You expressed interest in serving as one of the testers.

The purpose of the testing process is for you to use our calculator and provide candid feedback about your experience. We encourage you to note your comments in throughout this feedback form as you work your way through the calculator.

Please refer to the *Frequently Asked Questions* document attached for responses to common questions about this calculator.

Introduction

Are the instructions and introduction sufficient? If not, note points of confusion.

Do you easily move to the next appropriate sheet? If not, note points of confusion.

Describe any other questions, concerns, or points of confusion here:

General Info

Are instructions sufficient? If not, note points of confusion.

Do the checkboxes work? If not, note points of confusion.

Describe any other questions, concerns, or points of confusion here:

Do you easily move to the next appropriate sheet? If not, note points of confusion.

Current Trash

Are instructions sufficient? If not, note points of confusion.

Describe any other questions, concerns, or points of confusion here:

- Trash Amount
- Cost
- Makeup
- Multiple bins

Do you easily move to the next appropriate sheet? If not, note points of confusion.

Current Recycling

Are instructions sufficient? If not, note points of confusion.

Describe any other questions, concerns, or points of confusion here:

- Trash Amount
- Cost
- Makeup
- Multiple bins

Do you easily move to the next appropriate sheet? If not, note points of confusion.

Future Benefits

Are the instructions sufficient? If not, note points of confusion.

Describe any other questions, concerns, or points of confusion here:

- Data Table
- Graphs
- GHG equivalents

Do you easily move to the next appropriate sheet? If not, note points of confusion.

Print Report

Is this a helpful summary report? If not, note points of confusion.

Would you suggest adding or taking out any of the information on this page?

Would you be apt to print this report and share it with others? If so, with who?

Describe any other questions, concerns, or points of confusion here:

Do you easily move to the next appropriate sheet? If not, note points of confusion.

Resources

What, if any resources are missing?

Describe any questions, concerns, or points of confusion here:

Glossary

Do the terms make sense? Are any additional ones needed?

Do you easily move to the next appropriate sheet? If not, note points of confusion.

Describe any other questions, concerns, or points of confusion here:

Other Sheets (Background Data, Waste Data, Calculations)

Did you feel interested in exploring these sheets?

Does the information make sense to you?

Describe any questions, concerns, or points of confusion here:

Closing

Again, thank you for taking the time to share your feedback about this calculator. This information will be shared with our developers and used to inform changes between now and finalizing the calculator this spring.

It's possible our developers may follow up with you by phone or email to clarify your responses in the next month or two.

Does the calculator name – *Commercial Climate Calculator: A business waste reduction tool to evaluate cost savings and GHG benefits* – resonate with you? Does it adequately reflect the calculator's intent and capabilities?

Do you have any additional feedback you'd like to share with our developers?

Users interested in testing this calculator with actual information from a California business should plan to bring the following data to their test session.

Data the user should bring:

- Business sector
- Whether the business currently participates in a recycling program
- Type of recycling program (single stream, paper, organics, etc.)
- Number of full time employees (businesses only)
- Number of units (apartment building property managers only)
- Square footage (office-based businesses only)

If available, the user can also bring:

- Information about trash and/or recycling service, including:
 - number, size, fullness of dumpsters;
 - number of pickups per week; and
 - whether the dumpster is shared

OR

- Actual tons of trash and/or recycling

OR

- Cost of trash and/or recycling from bills

To: Janelle Auyeung, Project Manager, Cal Recycle
From: Amity Lumper & Shannon Donegan, Subconsultants, Cascadia Consulting Group, Inc.
Cc: Rob Hilton, Prime Consultant Project Manager, HF&H
Charlie Scott, Principal, Cascadia Consulting Group, Inc.
Date: June 17, 2010
Re: Commercial Climate Calculator:
Round Two Stakeholder Testing Summary & Recommended Calculator Revisions

This memo provides a summary of stakeholder feedback from the second of two rounds of testing that assisted Cascadia Consulting Group, Inc. (Cascadia) in the development of Cal Recycle's Commercial Climate Calculator (calculator). Cascadia and Cal Recycle agreed on several modifications to the final version of the calculator based on tester feedback; however some feedback did not result in calculator modifications due to data constraints. Specific reasoning is provided in these cases.

Primary Objectives

Similar to round one testing, round two testing sessions with key stakeholders were necessary to:

- Maximize the usefulness and relevance of the calculator;
- Identify areas of confusion; and
- Test the accuracy of the calculator's estimated results.

In addition to these goals, a second round of testing was necessary to ensure that those revisions made after the first round of testing enhanced the usability of the tool and that new features were working correctly.

Testers

Cascadia worked with Stanfield Systems and HF&H to test the draft calculator with ten stakeholders representing a variety of geographic areas and sectors. Three round one testers participated in round two testing to verify that initial feedback was adequately addressed and to ensure continuity. Round two testing took place from March 4 – April 9, 2010. The following stakeholders tested the calculator and provided feedback:

Cal Recycle staff

Aftab Mohammed, Stanfield Systems, Project subconsultant responsible for facilitating testing sessions

Alina Talbott, San Diego Padres – PETCO Park, Venue

Evan Edgar*, California Refuse Removal Council, Consultant/Trade Group

Dave Lipsie, Amici's East Coast Pizzeria, Restaurant

Diana McCaskill, Recon Recycling, Recycler

George Wong, Hyatt Regency, Hospitality

* Also participated in round one testing.

Jim Mortenson, Del Monte, Manufacturing
Melissa Meyers*, WestPro Realty, Multifamily
Stephen DeStefano, Crowne Plaza Hanalei San Diego, Hospitality
Sue Gordon*, Rainbow Disposal, Recycler

The following companies were contacted and were either uninterested or unavailable to participate in the second round of testing:

Anheuser-Busch, Inc.	Cal Poly Corporation, Campus Dining
Cypress Hotel and Park Place Restaurant	E&J Gallo Winery
Diageo Chateau & Estates Wines Sonoma	F. Korbel & Bros. Inc.
Fetzer Vineyards	Foster Farms
Frito Lay	Kraft Foods – Fresno
Kraft Foods Global, Inc.	Joseph Gallo Farms
Manhattan Bread and Bagel	Manchester Grand Hyatt San Diego
McCormick& Company, Inc.	Napa Valley Wine Train
Numi Organic Tea	Pier 39 LP
San Diego Zoo	Santa Clara Convention Center
Santa Cruz Seaside Company/Santa Cruz Beach Boardwalk	Scoma’s Restaurant Sterling
Squaw Valley USA	Vineyards
The Westin San Francisco Airport	The Wine Group

In addition to this direct testing process facilitated by Cascadia and Stanfield Systems, Cal Recycle emailed the LAMD listserv in February 2010 to provide another chance for stakeholders to test the calculator and make recommendations. Those stakeholders who expressed interest in testing the calculator were emailed a copy of the calculator on March 4, 2010. Nineteen stakeholders provided their feedback in electronic form to Cal Recycle:

Alice Ricks, UC Berkeley
Chuck White, Waste Management, Inc.
Cliff Feldman, RethinkWaste
David Allaway, Oregon Department of Environmental Quality
Debra Kaufman, StopWaste.Org
Delyn Kies
Diana McKeen, Apple Valley
Glenn Acosta, Sanitation Districts of Los Angeles
John Davis, Mojave Desert and Mountain Recycling Authority
Kelly Runyon, Environmental Science Associates Renewable Resources, San Francisco Office
Lori Marra, City of Fremont
Lynn France, City of Chula Vista
Lynne Cody-Lacroix, Nevada County Recycles

* Also participated in round one testing

Maia Coladonato
Michele Grossman, Waste Management Green Squad LLC
Mohamed Bahardeen, City of Los Angeles
Rachel Balsley, StopWaste.Org
Rene Spencer, City of Los Angeles Bureau of Sanitation
Robin Schidlowski, Environmental Science Associates Renewable Resources

The following stakeholders were emailed a copy of the calculator but did not provide their feedback during the open comment period from March 4 - 26, 2010:

Alan Styles, Salinas Valley Solid Waste Authority
Catherine Vargas, Culver City
Chris Toma, City of Sacramento
Eric Lohela, City of Santa Barbara
Jennifer DiCiano
Jennifer Seguin, City of San Jose
Jon Elam
Karen McDonough, City of San Jose
Kevin Sales
Kimberly Scheibly-Jones
Michael Foster, City of San Jose
Nick Lapis, Californians Against Waste
Yvonne Hunter

Feedback

In total, Cascadia received feedback from 29 people during round two testing. Almost half of this feedback was very positive, indicating that the calculator was a useful and relevant tool that testers would be enthusiastic about using in the future. If users tested the calculator using their own waste quantity, composition, and cost data, they generally found that the calculator's results using default data were not as accurate. Because the default data are based on California averages, it is not surprising that using actual data yields more accurate results. Default data, however, enables businesses with minimal information about their waste stream to use the calculator. Also, although the calculator is not intended to be a benchmarking tool, businesses with more information and knowledge about their waste and recycling may compare their results against the data defaults, which represent industry averages.

A summary of specific tester recommendations is included below. This feedback is grouped into two primary categories: *Feedback Incorporated* and *Feedback Not Incorporated*. Each recommendation is documented, coded based on the corresponding spreadsheet in the calculator, and in cases where feedback was not incorporated, a response is provided. Calculator spreadsheets are denoted as follows:

Calculator Spreadsheet	Code
Introduction	0
General Information	1
Current Trash	2
Current Recycling	3
Future Benefits	4
Print Report	5
Resources	6

Calculator Spreadsheet	Code
Glossary	7
Guidelines	8
Custom Rates	9
Background	10
Waste Data	11
Calculation	12

Feedback Incorporated

The following feedback is divided into four categories: *Language & Instructions*, *Data & Calculations*, *Future Benefits*, and *Next Steps*. These suggestions were relatively straightforward to implement and enhanced the usability and accuracy of the calculator.

Specific Feedback from Stakeholders	Calculator Page
<i>Language & Instructions</i> (48 suggestions)	
Add bullets or numbering to the list of required information	0
Make language about business sector vs. type consistent and provide an example (manufacturing, etc.)	0
Simplify “single stream” to “does all recycling go into one container?” and “organics” to “food and yard waste”	0
Make introduction consistent with the data needs sheet (e.g. office space square footage)	0
Bold or otherwise emphasize guidance stating that pale yellow cells require input for the tool to work (and maybe flag omitted inputs?)	0
Footnote indicates that this runs in 2007, but the only version that works well is .xlsx	0
Revise intro to include all 9 worksheets	0
Clarify language in link text “Don’t know your business type? Click here” takes user to the Glossary. Perhaps the text should say that it will take you to the glossary section	1
Link “business type” directly to section in Glossary tab instead of top of the page	1
Make sure all links are working correctly	1
Clarify the implications of “defaults” in Step 1.3	1
Correct spelling error on row 14 “Program”	1
Clarify that county selection affects cost estimates	1
Prompt user to enter missing data	1,2,3

Provide option or guidance for businesses that don't match up to list of sectors	1, 7
Ensure links between step 2 and 3 are working	2,3
Clarify that "shared container" means "shared by tenants/users" or "percentage of shared container used by business" and not "shared with other recycling streams"	2,3
Provide an option for "paper and cardboard recycling" similar to "food scraps and yard waste" options, since some jurisdictions recycle these together	2,3
Clarify annual vs. monthly values throughout (particularly for rates)	2
Use consistent language "averages" vs. "defaults" and describe what these are based on	2
Provide additional guidance on using multiple recycling container section	3
Redirect hyperlink on row 45	3
Correct repetition of "have" on row 60	3
Change definition for reduce so that it does not include recycling (confusing in future benefits). Also, focus on repair, reuse, purchasing only what is needed (e.g. if paper is used twice, how is it "eliminated from use in the first place). Suggestion: "Trash is material discarded for disposal or incineration, rather than recycled or composted."	4, 7
Provide additional source reduction calculation guidance including costs and quantities through case studies and links	4, 8
In the first paragraph, the instructions don't appear complete. The lines 6-8 seem to be cut off. Bullet or number the required actions.	4
Clarify that user can enter information into source reduction and recycling columns (and firm up all instructions for using data table)	4
Change the order/color of source reduction and recycling columns	4
Make sure sheet titles are consistent throughout. (Future Benefits vs. Benefits of Recycling and Reduction, Guidelines vs. Reduction and Recycling Examples).	4, 8
Clarify where data table shows % recycled—is current an average? standard?	4
Explain difference between CO2e reductions in Future Benefits vs. Print Report	4, 5
Redirect future benefits hyperlink on row 11	4
Correct spelling error, "electricity", row 59 and 52	4, 5
Revise the instruction to "Print out this page", add instruction to email first	5
Add a general statement to contact local recycling coordinators—this should be first instruction, e.g. "check your city website"	6
Provide list of options: 1) most relevant local resources, 2) broader list, 3) full list of all resources	6
Add: RethinkWaste, Mojave Desert and Mountain Recycling Authority, California Resource Recovery Association, California Recycling Market Development Zones	6
Correct City of LA "Department" of Sanitation to "Bureau"	6
Update the glossary for manufacturing; the business type dropdown doesn't match Glossary list	7
Align the material types section of the glossary with those listed in the other tabs	7
Add to recycling definition: "...to prevent waste disposal and reduce natural resources use in manufacturing"	7
Clarify the intro statement under recycling, include some small business examples and composting	8
Redirect link: "click here to return to Future Actions" goes to Resources. Also, "Actions" should be "Benefits" (D52)	8
Include additional case studies from Stopwaste.org (contact Justin Lehrer)	8
Explain "CY" in custom rates table	9
Provide return links after finished entering custom cost data	9

Create disclaimer that if you enter your own data, this cost data will no longer apply	10
Add instruction that CA requires 3 rd party verification for carbon emissions more that 25,000 tons	0
Provide direction for navigating backwards; add "Click here to return to..." for key pages	All
Data & Calculations (17 suggestions)	
Provide calculator in .xls and .xlsx format	All
Make sure user can enter FTE when Government Facilities is selected	1
Make sure annual tonnage updates when changed from not shared to shared dumpster	2
Check tonnage calculation for Container F	2
Fix calculation in cell N70 and N72	2
Fix: Trash Cost selected "estimate using trash cost" in 2.1.a and "don't have specific information" in 2.1.b but the 2.1.b cell is protected and the instruction is to go the "actual cost" box. Better to jump to that box or open up the protected cell	2
Make sure that default and changed makeup never equals more than 100%	2,3
Allow user to enter makeup by volume or weight	2, 3
Don't allow user to enter a recycling rate lower than what they currently have	4
Calculate equivalencies based on difference between before and after, not on just after	4
Add equivalent barrels of oil	4, 5
Check recycling cost calculations	5
Make sure custom rates affect calculations when estimated tonnage is selected	9
Check conversion factors for food scraps (background data differs from calculations)	10, 12
Show breakdown for materials assumed to be in mixed recycling and density factor	10
Remove Mixed Recycling conversion factor	10
Allow user to adjust pounds per cubic yard for trash per the region or area	10
Formatting (4 suggestions)	
Refine legend placement so that legend does not overlay bars	4
Restrict print report to one page	5
Move graph labels so that they do not overlap	5
Edit reduction examples to display lines 8 and 49	8

Feedback Not Incorporated

We did not incorporate the following recommendations because of data or MS Excel limitations, or because suggestions were outside the project scope or comprised usability. Feedback is divided into three categories: *Data Limitations*, *Excel Limitations*, and *Other*.

Specific Feedback from Testers	Response	Calculator Page
Data Limitations (6 suggestions)		
The data for the hotel sector do not account for square footage, occupants, restaurants in hotel	The disposal and recycling data available for this sector are based on FTEs, not on area, occupants, or building features. Including these variables would increase the accuracy of the calculations, but there is no detailed data disposal and recycling data currently available for these variables.	1
Business type does not adequately apply to a multi-tenant commercial property	The calculator will be revised with some instructions about what to do in case a business's sector does not appear on the list. A multi-tenant property will have the option to complete a calculator for each of its tenants, using the "shared container" feature, or it may enter its own quantity and composition data. Default waste and recycling data for multi-tenant properties are not available at this time.	1
Allow user to enter site-specific information to change WARM numbers (e.g. landfill collection efficiency and transportation distances)	Although this calculator does not include WARM's back-end methodology for calculating custom emission factors, the user may use the WARM model to calculate emission factors with site-specific information and enter the new factors into the calculator. The final emission factors in the publicly-released calculator will be provided by the California Air Resources Board.	10
Excel Limitations (6 suggestions)		
If one check box is selected, the other should automatically uncheck	This is not possible to do with check boxes (and without macros) in Excel. An alternative would be to use radio buttons, but then the user would not be able to select multiple recycling programs.	1
Use buttons instead of links	Buttons require macros, which this calculator does not use. Cal Recycle and the development team decided early in calculator development to not use macros to keep the calculator transparent and secure.	All
Add a "clear" button to reset and clear data	Same as previous.	All

Only ask if dumpster is shared once	Because this question applies to different methods of calculating both quantity and cost, this cannot be simplified.	2, 3
Allow business to enter revenue from recycling in a separate column, instead of negating cost	The calculator currently adequately addresses recycling revenue; businesses that receive revenue from recycling are instructed to enter a negative cost in the cost column. There is not space to add another column for revenue.	3, 4
Allow custom rates to account for number of containers	The calculator calculates rates for multiple containers by multiplying the rate for one container by the number of containers. Adding another column for number of containers to affect rates would create unnecessary complexity in the calculations. If additional service volume is required, the calculator defaults to assume multiple containers.	9
Other (12 suggestions)		
Allow users to enter data for trash amount, bill, and specific containers	The user is able to enter all of this information, but if the actual tonnage is entered, it is unnecessary to enter container information. The actual tonnage will be the most accurate.	1
Allow users to enter monthly cost in addition to annual cost	This would require more effort from the business and a more complicated input form and would not make results significantly more accurate.	1, 2
Add more than 6 fields for single recycling program (Oracle has 31?!)	For practical purposes, the number of fields in the calculator must be limited. Businesses with more than 6 separate recycling programs could use multiple copies of the calculator and add up the final results.	1, 3
Provide an option for “paper and cardboard recycling” similar to “food scraps and yard waste” options, since some jurisdictions recycle these together	The number of recycling combinations in the calculator must be limited for practical purposes. However, if a business has paper and cardboard combined program, it can still capture the results by entering two separate programs.	1, 3
Allow calculator to handle compactor or baler use	Most businesses that have compactors also know the tonnage of each pickup. The business can enter tons instead of service levels for increased accuracy. Adding compactors to the service levels offered would complicate the user’s inputs and the background calculations, since every compactor is different and compaction ratios vary.	2,3
Use different term for “Makeup”	Feedback was mixed about the correct terms to use to reach the intended audience. For most businesses, these terms are generally interchangeable and acceptable.	2, 3

<p>Show average cost benefits and carbon emission reductions for neighboring cities, areas, industries to encourage better recycling</p>	<p>The calculator does provide average waste and recycling data to benchmark performance against industry profiles. Comparing average cost and carbon benefits from other cities and areas is outside the scope of this project.</p>	4
<p>Make it clear that calculator should only be used by businesses directly billed for collection services. Typically no way for savings to be passes on to tenants.</p>	<p>The calculator is intended for use by any business-even those who are not directly billed for collection. Although the business may not realize the direct cost savings, it could share the results of the spreadsheet with its property manager.</p>	4
<p>Provide explanation of charts</p>	<p>The vast majority of testers felt that the charts were self-explanatory and helpful graphical representations of the results. Additional explanation would clutter the page.</p>	4
<p>Explain how future projections are calculated</p>	<p>These explanations are described in the introduction, calculations, and background data pages of the calculator. Including an additional description here would clutter the page.</p>	4
<p>Add: Burrtec Waste Industries</p>	<p>To keep the resource list to a manageable length, the calculator does not include private haulers or service providers. Listing all private haulers would require hundreds of entries to cover the whole state.</p>	6
<p>Add options for 14, 20, 30, 40 cubic yard rates to custom rates page and add a way of accounting for if it is a compactor</p>	<p>The calculator does not accommodate custom rates for compactors; compactors are not provided as a service level option. Adding compactors to the service levels offered would complicate the user’s inputs and the background calculations, since every compactor is different and compaction ratios vary.</p>	9
<p>Write for a business audience; e.g. “garbage” instead of “trash”</p>	<p>Feedback was mixed about the correct terms to use to reach the intended audience. For most businesses, these terms are generally interchangeable and acceptable.</p>	All
<p>Add the following materials: food-soiled products, plastic film, toner cartridges, computers, office furniture, tires, specific metals (aluminum, copper, brass, steel), cooking oil, paint, batteries, aerosol cans, machine oils, construction materials; include waxed cardboard and food-soiled paper in food scraps; categorize plastic (LDPE, HDPE), paper (white, craft), metals (mild steel, copper); add “other” or custom field to enter materials not listed</p>	<p>The materials list in the calculator was created through careful consideration and collaboration through Cal Recycle and the consultant team. The current list includes those broad material groups that are most relevant for the majority of businesses. These material types also have the most robust average sector-specific composition data. Although adding more specific material types would make some of the calculations more accurate, it would also dramatically complicate the calculator for less advanced users.</p>	All

Provide options for out of state customers to use calculator	The background data for the Cal Recycle calculator are California specific. Although an out of state business could use the calculator by entering all its own data, the Cal Recycle calculator is intended for CA businesses.	All
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Next Steps

The calculator has been updated based on recommendations from the *Feedback Incorporated* section. With this memo, the final calculator has been transmitted to Cal Recycle for final updates with ARB emissions factors.